

THE **COSTCO** **CONNECTION**

November 2013 • Volume 28 • Number 11

A lifestyle magazine for Costco members

Going Shopping online at Costco.com, anywhere, anytime

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SPECIAL
Holiday Gift
Guide
SEE INSIDE



Exclusive: Debbie Macomber **36** UltraViolet **55** Diamonds **112**

THE COSTCO CONNECTION[®]

Welcome to **The Costco Connection** *Online Edition and Newsstand Edition*

Digital editions of *The Costco Connection* and other Costco publications are available in the *Online Edition* and in the *Newsstand Edition* available for mobile devices.

The *Online Edition* opens to the current issue, with back issues found under the Back Issue tab and "The Costco Way" cookbooks under the Resources tab.

The *Newsstand Edition* opens to the current issue in a library populated with a mix of back issues and "The Costco Way" cookbooks.

Reader Survey: Complete a brief survey and enter a drawing for a Costco Cash card. Our reader survey is open to all *Connection* readers looking to weigh in on our content or on Costco in general; or email your comments anytime directly to connection@costco.com.

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State-by-state look at what types of alcoholic beverages are sold at different Costco locations
- **Costco Business Centers Locator**
Including hours of operation and special business-center events



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* Estimated savings are calculated over a 7 year period and are based on a comparison of lenders fees, rates and points expressed on an Annual Percentage Rate (APR) of 4.125% for a \$250,000 30 year fixed rate loan with a LTV 80, comparing loans obtained by Costco members through First Choice Lenders from Dec. 1, 2010 to May 15, 2013, to the APR average of national mortgage lenders in a comparative study conducted by Informa Research Services Inc. individual savings may vary based on a credit score, LTV, location and loan amount. The rent vs. buy calculator does not include local property taxes or homeowners insurance or other potential property fees, e.g. Mello Roos or Homeowners Association Fees.

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13EX1304 8/13

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As a "beyond the warehouse walls" experience, shopping Costco.com continues to deliver that treasure-hunt excitement.

BY TRACY SCHNEIDER

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Every member has a
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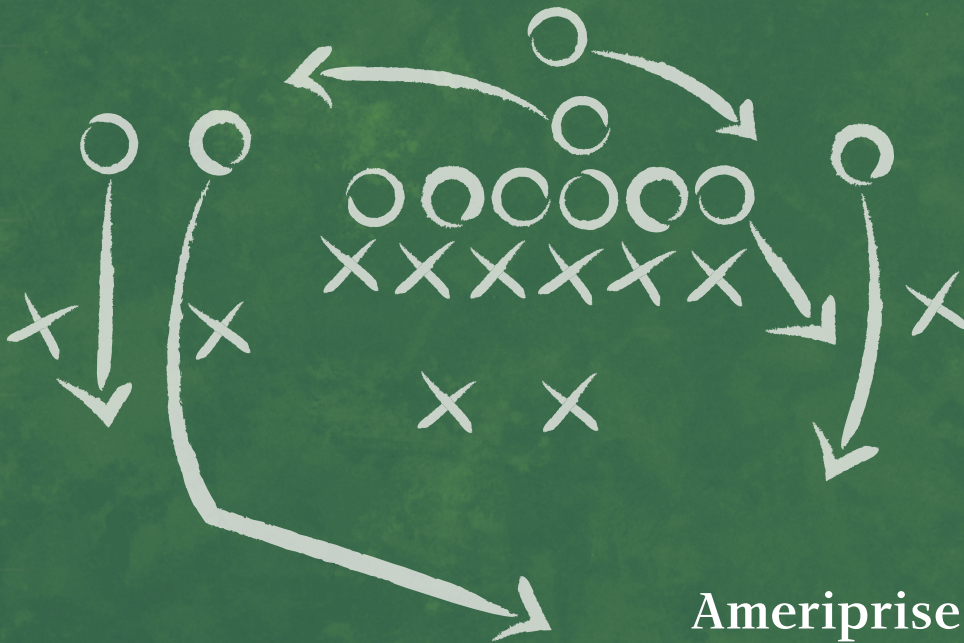
The paws
that refresh 84

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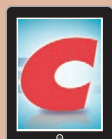
Costco Services: Auto & Home Insurance

3 ways to interact with *The Costco Connection*

1. Engage with our interactive print issue

This option provides a way to view digital enhancements directly from the print edition through a technology known as digital watermarking.

Look for the **mobile icon** (right) or other indicators that will direct you to additional content, such as videos, surveys, giveaways and more.



Ads with digital enhancements display a **universal play** button or a 2-D barcode (right).



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1. **Download** the newest version of the free Costco app from the iTunes or Google Play app stores.
2. **Launch** the app, swipe the menu screen to the left and select the Code Scanner.
3. **Hold** your device 4 to 6 inches above the watermarked image or icon and let your camera focus.
4. **Wait** for the sound—the digital content will appear.

2. Browse the *Online Edition*

If you have a computer with an Internet connection, you can view *The Connection's Online Edition* on Costco.com by clicking "The Costco Connection."

Those reading the print edition can scan watermarked pages with the Costco app. Readers using the digital editions of the magazine can click on the icons and play buttons.

3. Take *The Connection* on the go

For tablets and smartphones, download *The Costco Connection Newsstand Edition* from the iTunes or Google Play app stores.

DIGITAL CONTENT

Readers will find dozens of digital enhancements throughout this magazine, including:

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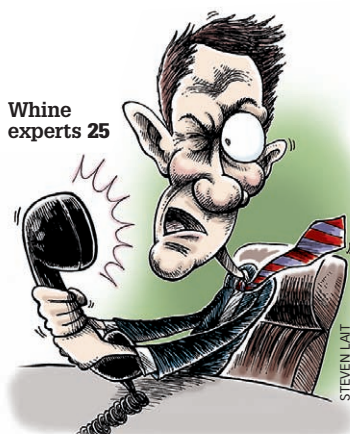
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from the publisher's desk

Ginnie Roeglin



Ginnie Roeglin is Senior Vice President, E-Commerce and Publishing, and Publisher of The Costco Connection.

WE ARE PLEASED to present our annual holiday issue, filled with great articles, ideas and gift suggestions to help you prepare for and enjoy the upcoming season.

Our cover story this month on page 30 features Costco.com. The website carries a number of products found at Costco, including apparel, gift cards, appliances, mattresses and big-screen TVs, as well as many items that are not available in the warehouses year-round, such as indoor and outdoor furniture, one-of-a-kind jewelry (see Buying Smart, page 112), safes, and sports and exercise equipment, all for delivery to your door, and you'll find the same great quality, value and no-hassle return policy as in our warehouses. We also offer a wide selection of office supplies for next-day delivery at a great savings over other office-supply stores.

In addition, you can upload your photos, refill prescriptions for warehouse pickup or home delivery, and even book your next vacation with Costco Travel, all from our website.

Be sure to download our mobile app, available at iTunes and Google Play for your smartphone, or shop on your tablet whenever or wherever you choose.

Gift baskets are a very popular choice, especially for clients and employees. You will find a wide variety of baskets containing fruit, candy, cookies, cheeses, meats and more on Costco.com and in our warehouses. Read about our selection on page 26.

This issue also has an expanded arts and entertainment section, starting on page 36, filled with plenty of gift suggestions of books, movies and video games for every age. Annette Alvarez-Peters explores great wine and cheese pairings for your holiday parties on page 77. And finally, we have included an expanded holiday gift guide of warehouse and online items starting after page 124.

Be sure to pick up our 12th annual free Costco Way cookbook, in the warehouses the day after Thanksgiving, and check out our Black Friday and Cyber Monday hot buys on Costco.com. Happy Hanukkah and happy Thanksgiving from all of us at Costco! 🍷

from the editor's desk

David W. Fuller



David W. Fuller is Assistant Vice President, Publishing, and Editor of The Costco Connection.

LAST MONTH I announced my retirement from Costco. This month I bid you, the readers, farewell.

I want to leave you with a concept I learned recently. It is the Japanese concept of *ikigai* (ee-key-guy). Although I have been a student of Japanese history and culture since I majored in it in college, this was a new one for me.

Ikigai means "a reason for being." To quote from Wikipedia: "Everyone, according to the Japanese, has an *ikigai*. Finding it requires a deep and often lengthy search of self." Or, to put it more simply, it is a person's reason for getting out of bed each morning. Those who find their *ikigai* become passionately involved in a focused activity.

For some, their *ikigai* is a passion for making wine, for some it is martial arts, for some it can even be weeding.

I am certain that, other than my family and close friends, my *ikigai* has been The Costco Connection.

National Geographic photographer David McLain explained the concept to me. According to McLain, who traveled the world to talk to and photograph those people who live longest—often well past 100—although they share very few traits, all of them tend to have found their *ikigai*.

Good news or bad news for someone retiring?

I think good. Because, really, what I have had the good fortune of being able to do in this column and in this magazine is share with appreciative readers stories about the wide and wonderful world. I thank you for being an important part of my *ikigai*.

Dear readers, I hope you, too, will search for, find and follow your *ikigai* and in doing so will make the most of your good fortune.

If you care to follow my future exploits, or would like to tell me about yours, you can do so at www.fromtheeditorsdesk.com.

Until then, my friends. 🍷



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Debate goes on

In response to the October Debate, "Should we separate commercial banks from investment banks?"

YES. Unlike commercial banks, investment banks should *never* have [FDIC] taxpayer protection. It is not the taxpayer who should pay for mismanagement.

*Mike Bojorquez
San Diego, California*

NO. I don't see that it would make a difference.

*Tracy Goelll
White Bear Lake, Minnesota*

Member comments

Boston and Costco strong

Thank you for publishing "A time to heal" in your October issue. Jeff Bauman represents all that is right with our country: courage, perseverance and strength of character. He sets the standard for how to overcome adversity. Costco, too, deserves credit for supporting Jeff as he continues on his

journey to recovery. Thank you for highlighting the support of both your company as well as the personal involvement of Will Fifield and Byron Speer.

*Barbara Neuerman
Glencoe, Illinois*

I am so proud to be a Costco member after reading Will Fifield's article "A time to heal." It was wonderful to realize Costco is so caring about its employees and made such a difference in these men's lives and other families affected by the Boston bombing.

*Rosemary and Ragnar Gustafson
Ferndale, Washington*

Feral cats

I was so happy to see the article "Don't fear the feral" in your October issue. I know firsthand that TNR (trap, neuter, return) absolutely does work to humanely reduce the number of ferals. The cats become healthier and also better neighbors, since neutered males will greatly reduce spraying and fighting. Since there are no new kittens being born, females are much healthier. Killing cats as population control does not work. TNR is the better way and saves money too.

*Linda Dennis
Sequim, Washington*

Feral cats (all cats that are allowed to roam freely) do an enormous damage to wild bird populations. The toll to birds is in the millions, causing irreparable harm to many ground-nesting species. Releasing cats back into the environment is shortsighted and callous at the least and any efforts to spare feral cats unconscionable.

*Harry Croft
Burke, Virginia*



Connection comments from the Internet

"I don't know what I'm more amused by—Malcolm Gladwell on the cover of Costco's [October] magazine or the fact that #Costco has a magazine. Love both."

Kristen Kaza @kristenkaza

"Just got my [October] #costcoconnection magazine and loved the piece about knives! ["Cutting edge(s) technology"] Good to know info for kitchen ninjas."

Janise Macanas @lawyergirl3

"Great story in @costcoconnection about this org. I donated to Help us Empower TinySuperheroes! <http://www.gofundme.com/tinysuperheroes> #charity."

Tom Kazansky @IcemanMB56

"Lovely interview with JJ [Abrams] about #STID. <http://www.costcoconnection.com/connection/201309/pg43> He loves #Benedict nearly as much as I do :-)."

Yanet Neumann @Yanet_d



DID YOU KNOW that Costco has a Facebook page (www.facebook.com/Costco)? It's another great place to find out what's happening at Costco locations, learn about featured items and services, find recipes and share comments with other Costco members.

Like us on Facebook and find out what more than 1 million other fans have discovered. Share it with your friends and family so they can receive the latest updates on special events, warehouse openings, Costco Travel packages and much more!

I found that an aspect of great importance of feral cats was not mentioned: their ability to keep the rodent population under control. Think of the health problems that would result if the rodent population were allowed to run rampant.

*Ora Jacobson
Rochester, Washington*

CONTINUED ON PAGE 11

Have something to say?

Readers are encouraged to submit letters to our editors on any topic or issue covered in *The Connection*. Please include your full name and phone number or address. Send an email to dialogue@costco.com; or write to: Dialogue, *The Costco Connection*, P.O. Box 34088, Seattle, WA 98124-1088; or fax to (425) 313-6718. The editors reserve the right to edit letters for publication.

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Tablet or smartphone?

Scan or click here to fill out the survey. (See below for scanning details.)

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Editorial



Advertising

- All ads indicate whether a product is available in the warehouse, on Costco.com or both.
- Products are scheduled to be available during *The Connection's* month of publication and are noted as in warehouse "early in month" (1st to 10th), "mid-month" (11th to 21st) or "late in month" (22nd to 31st).
- Shop early in the month for the best selection of seasonal items.
- Costco.com carries few of the products available at the warehouses, but offers 3,500 additional items, including line extensions and supplemental products.
- Prices are usually not listed because they have not been finalized at the time of printing and may vary from one part of the country to another due to shipping costs. We hope members know to check Costco first when comparison shopping.
- To keep prices low, Costco does not offer a telephone service allowing members to call in for prices or product availability.

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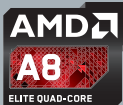
* after 3-months use
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1. For hard drives, TB = 1 trillion bytes. Actual formatted capacity is less. Up to 30GB of hard drive is reserved for system recovery software. 2. Not all features are available in all editions of Windows 8. Systems may require upgraded and/or separately purchased hardware, drivers and/or software to take full advantage of Windows 8 functionality. See microsoft.com.

Apps from Windows store, may vary by market.

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PAUL AND SARAH EDWARDS: LIFESTYLES FOR THE MILLENNIUM



Paul and Sarah Edwards (www.middleclasslifeboat.com) are the authors of *Middle Class Lifeboat* and 16 other small-business books.

Fight fatigue

EARNING A LIVING these days places added demands on our energy. It's tempting to take on too much and to ignore the signals our exhausted bodies send us when we're overworking. Fatigue is the No. 1 signal that tells us that we're not managing our energy well. Without energy we can't get much done as well as we would like.

If we keep pushing ourselves, ultimately we burn out on our business. Signs of burnout include feeling chronically tired, especially in the morning and afternoon; feeling depressed; handling stress poorly; craving foods high in salt, sugar or fat; experiencing a diminished sex drive; having trouble waking up in the morning; feeling lightheaded when getting up from sitting or lying down; and struggling with memory.

To prevent and recover from burnout, keep reasonable hours, get sufficient sleep, rest and

relax. This may sound counterintuitive, but you get more done if you feel at your best. Creating a supportive work environment can help, too.

Improve lighting. Natural light is preferable, and according to a Harris Poll for Steelcase, lighting is the No. 1 contributor to productivity.

Control noise. Too much noise certainly interferes with work, but a total absence of sound also can be stressful. Assess how much sound you need to stay mentally alert.

Examine office furniture. Furniture should be comfortable and designed to prevent the aches and pains that eat away subtly at your concentration and add to fatigue.

Eliminate toxic odors. Research suggests that fragrance affects alertness, performance, stress levels and even heart rate, muscle tension and blood pressure.

Consider colors. Office colors affect you and your visitors both physiologically and psychologically. For a sense of excitement, cheer and relief from boredom, use warm colors such as reds, oranges, yellows and browns. Keep in mind, however, that reds may contribute to tension while yellow may improve productivity.

Ensure clean air. Bad air can lead to health issues, such as "sick building syndrome." Indoor plants absorb smoke, contaminants and gases such as formaldehyde, helping to clean the air.

The bottom line is that you are your business's most important asset, so taking care of yourself is the best thing you can do for both your business and your customers. [E]

Are you on the same page?

AS A BUSINESS owner, do you and your employees see eye to eye? You might be surprised. American Express OPEN Forum recently surveyed more than 400 business owners and 400 employees to see points of agreement and disagreement. Here are some of the findings.

Do you hold the right amount of meetings?

Business owners: 21 percent said too many; 52 percent said right amount

Employees: 35 percent said too many; 45 percent said right amount

How much influence do employees have on business decisions?

Business owners: 74 percent believe employees sway their decisions

Employees: 50 percent believe they have little to no influence

On average, do you believe people are paid the right salary?

Business owners: 58 percent believe their employees are paid sufficiently or too much

Employees: 66 percent believe they are not paid enough

To see the full survey, go to <http://amex.co/14DOON3>. For more valuable information for business owners, go to www.openforum.com. [E]

Just say no to a working vacation

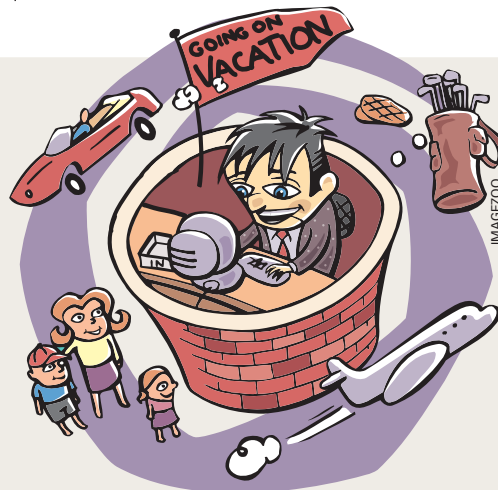
WITH THE HOLIDAYS right around the corner, wouldn't you prefer to cut all ties with the office while you're out and concentrate on rest, relaxation and family? Brian P. Moran and Costco member Michael Lennington, co-authors of *The 12-Week Year: Get More Done in 12 Weeks Than Others Do in 12 Months* (Wiley, 2013; not available at Costco), say it's possible. They offer these tips to help you prepare, so your vacation can be a real one.

Picture the perfect vacation. Once you understand the link between your vision of the perfect vacation and your work, you can define exactly what you need to do to make that great vacation happen.

Create a work plan for each pre-vacation workweek you have left. Identify the most important tasks and projects that need to be completed in the weeks leading up to your vacation, and align your time and efforts to ensure they get done.

Resign yourself to being uncomfortable now so you can be comfortable later. Take care of any tasks you've been avoiding now so that they aren't on your mind when you're trying to have a good time.

Don't respond to the demands of the day



reactively. Keep control of your day by breaking it into three kinds of blocks: strategic blocks (uninterrupted work time), buffer blocks (unplanned or lower-value tasks) and breakout blocks (free time to refresh and reinvigorate).

Isolate yourself from modern-day distractions. If you allow yourself to get distracted by email, social media or the latest viral video, before you know it you'll be on your vacation, stuck in your hotel room, working on the project you didn't finish.

Go to www.12weekyear.com for more information. [E]





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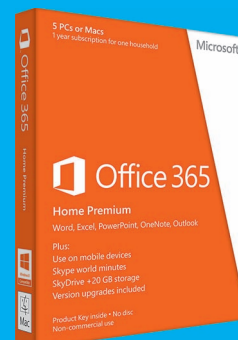
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Fight Back! against abusive debt collection tactics



David Horowitz is a leading consumer advocate. David's daughter Amanda Horowitz is the CEO of Fight Back! and co-founder of FightBack.com. Email David and Amanda at info@fightback.com.

DEBT COLLECTION IS a multibillion-dollar industry. While many debt collection agencies treat consumers fairly, some use deceptive tactics to collect monies owed. State and federal laws aim to protect consumers from unfair, deceptive or abusive debt practices. Collectors who don't treat you fairly can be held accountable. Being informed is your first line of defense against abusive practices.

The business of debt collection. Banks and creditors may collect a debt on their own or they may hire a debt collector to collect it. Debt collectors at agencies receive a commission on the debts they collect, and the numbers can be significant. So it's no wonder they want you to pay your debt fast.

When banks and creditors give up trying to collect a debt on their own, they can sell the account to a debt buyer for a small fraction of the amount owed. The debt buyer tries to collect the debt or resells it at a lower price to another debt buyer—or both. Consequently, some consumers are pursued by a string of debt collectors and debt buyers.

And in a number of cases, the debt doesn't even belong to the person being pursued. Because of incomplete or inaccurate information in buyers' portfolios or because of sloppy record keeping, the buyers may go after people for debts that have already been paid. Or they may go after the wrong person altogether.

Consumers who have disputed and resolved a debt with one company may find their debt has been sold again but the correct paperwork wasn't passed on, so they have to start the entire process again from the beginning.

Knowing your rights. The Federal Trade

Commission enforces the Fair Debt Collection Practices Act (FDCPA), the main federal law that governs debt collection practices in all 50 states. The FDCPA prohibits debt collection companies, debt buyers and lawyers who collect debts on a regular basis from using abusive, unfair or deceptive practices to collect past-due debts. It covers the collection of personal, family and household debts, including mortgages, credit cards, medical bills and auto loans. For more information about your rights under the FDCPA, visit www.consumer.ftc.gov.

The Dodd-Frank Wall Street Reform and Consumer Protection Act of 2010 (aka the Dodd-Frank Act) established the Consumer Financial Protection Bureau, whose purpose is to protect consumers by carrying out and ensuring compliance with federal consumer financial laws. For more information about the Consumer Financial Protection Bureau, visit www.consumerfinance.gov.

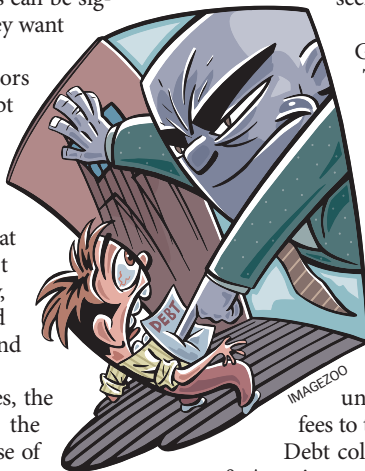
Many states have their own debt collection laws. Your state's attorney general's office can help you determine your rights under your state's laws. For a list of current attorneys general, visit www.naag.org.

When collectors cross the line. Debt collectors' and debt buyers' tactics sometimes seem unbelievable.

Take Texas-based debt collector Goldman Schwartz as an example. The Federal Trade Commission (FTC) shut down the agency for allegedly using insults, lies and false threats to collect on payday loans, including threats that not paying debts would result in consumers being arrested and jailed, and in some cases allegedly threatening that minor children would be taken into government custody. Goldman Schwartz also allegedly posed as a law firm and added unauthorized late fees and attorneys fees to the amount consumers owed.

Debt collection operation Rumson, Bolling & Associates was shut down by the FTC for using multiple illegal debt collection practices, including threatening consumers with physical harm and falsely threatening seizure of their property. Several consumers asserted that the company even threatened to dig up the bodies of their deceased relatives for alleged nonpayment of funeral bills.

These tactics may sound outrageous, but they are nothing new. And there are plenty of other debt collectors out there ready to violate the law in order to line their pocketbooks. [E]



TIPS FROM Fight Back!

COSTCO MEMBER and Texas-based attorney Jerry Jarzombek represents consumers against debt collectors and creditors. "Your best course of action is [consulting] an attorney," he says. "If you believe you are being abused and you want something done immediately, there are lawyers in almost every state that may represent you on a contingency basis for an abuse case."

Jarzombek suggests finding a referral through the National Association of Consumer Advocates (www.naca.net). He also suggests hiring an attorney in your area, because knowledge of state law is important.

You can also file complaints with the Consumer Financial Protection Bureau at www.consumerfinance.gov, the Federal Trade Commission at www.ftc.gov or your state's attorney general. You can also find sample letters for responding to debt collectors and tips on how to use them on the Consumer Financial Protection Bureau website. [E]

Fight Back! gets social

WHAT DO YOU do to be a proactive consumer and effect positive change in the world? Send us your photos, videos and comments on Instagram and Twitter, marked #IFightBackCostco #Consumer #Connection, or reach out to us on Facebook, and we'll share them with the entire Costco community.

Please note we are not licensed professionals in any field. If you are seeking advice you should consult with your own licensed professional. We do not assume any liability or responsibility for the interpretation, application or accuracy of any information provided.

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Have a question for Fight Back?

Just log on to www.fightback.com or email info@fightback.com. Questions and answers of the greatest interest to Costco members will be used in this column (with the permission of the contributor) and will be posted on www.fightback.com.



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Ask Suze Orman

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Suze will answer selected questions in this bimonthly column.

She regrets that unpublished questions cannot be answered individually.

Suze Orman's TV show airs Saturday nights on CNBC. Suze can be contacted at www.suzeorman.com.

BRIAN BOWEN SMITH



More in archives
On Costco.com, enter "Connection." At Online Edition, search "financial connection."

A way with wills

By Suze Orman

My sister has a last will and testament in which I am appointed as her personal representative. If I fail, one of her sons is to serve as such. Also, I am appointed as the trustee of all trusts created by the will, and if I fail, my husband (her brother-in-law) is to serve as trustee. What is the difference between a personal representative and a trustee?

N. Valdes, Miami, Florida

A PERSONAL REPRESENTATIVE for a will is the executor. That means when your sister dies you will be in charge of carrying through on all the details she has laid out in her will.

Normally, the person creating the trust (your sister, in this example) would be the trustee of her trust. That means she is in control of all decisions about what assets are put into the trust and any disbursements made from the trust. You and your husband would then be what is known as successor trustees: If your sister dies, or if she becomes incapacitated (and make sure there is an incapacity clause in the trust—another must-have in my opinion), you will step in and have oversight of the trust.

The successor trustee is similar to the executor: Both carry out the wishes laid out in a will or trust. The difference is that a will kicks in only after someone dies, and there is a finite job for the executor: following the last wishes spelled out in the will and settling the estate. With a trust, the successor trustee might step in while someone is alive (and incapacitated) and, depending on the terms of the trust, may be in a position of managing that trust for some time.

My parents have a will where my sister and I split everything, and she is the executor. But they want to get that changed to where she has no control over me (since we don't talk anymore). I think they should have a revocable living trust so the estate, which is not much, doesn't go into probate and we will not have to deal with the court. Am I correct?

Sandie B., Bellevue, Washington

THE EXECUTOR of any will does not have control over how the estate is disbursed. As the title suggests, that person's role is to execute, or carry out, what the deceased has laid out in the will. If your parents' will says you are to get exactly half of their remaining assets, then that is what your sister, by law, must make sure is disbursed to you. That said, if your parents want to remove any potential tension, they could appoint someone other than your sister (or you) to be the executor.

I have always said that a revocable living trust is a smart option because, as you note, the

estate can be disbursed without having to get the approval of a judge. But that's a separate issue from what concerns you.

If it's at all possible I encourage the entire family to sit down together and have Mom and Dad review the terms of their wills; you and your sister should each have a copy. I am not going to naively suggest that you and your sister reconcile—that's not my place—but if you both love your parents you will commit to making sure that their wishes are fulfilled. You both owe them that.

I hear you advising people to invest in Roth IRAs and cannot understand how that can be an advantage. I anticipate my tax bracket being lower in retirement than when working, so why pay a higher tax on that money now when it will probably be lower in retirement?

Connie P., Red Bluff, California

IF YOU ARE SURE your tax rate will be lower in retirement, sticking with a traditional IRA can make sense. But how sure are you about that? Remember, all distributions from your traditional IRA will be added to your other taxable income sources in retirement; it's conceivable that sum could bump you into a higher-than-expected tax bracket. And who knows where tax rates might be down the line; the current rates are closer to lows than to highs. Just something to keep in mind.

You are right that there is a trade-off to consider: Money you invest in a Roth IRA is after-tax, so there is no immediate tax break. But in retirement, all withdrawals from your Roth IRA will be tax-free. That's a compelling benefit to consider.

I also like Roths for non-tax reasons. In a true emergency (a serious need, not a want), you can always withdraw money you have contributed to a Roth without any tax or penalty. It's only your Roth's earnings that need to stay put to avoid tax and penalty. That's a better backup emergency savings plan than a traditional IRA where all withdrawals made before age 59½ will be hit with a 10 percent early-withdrawal penalty, and you will also owe income tax on the entire amount withdrawn. (There is no capital gains tax on IRA withdrawals.)

Roth IRAs also give you more flexibility in retirement. There is no required minimum distribution (RMD). You are in total control of whether you make any withdrawals during a given year, and how much you withdraw. With a traditional IRA, Uncle Sam insists you take an RMD beginning with the year you turn 70½. That RMD becomes part of your adjusted gross income for the year. Even if you don't need that money, you still have to take the distribution, and the entire sum will be added to your tax bill. ☐

Should the DUI limit be lowered?

EARLIER THIS YEAR, the National Transportation Safety Board recommended that states lower the blood alcohol content (BAC) level that qualifies as drunken driving from the current 0.08 percent to 0.05 percent.

Proponents say this will reduce the number of injuries and fatalities caused by alcohol-related traffic accidents, save money and bring the U.S. in line with other Western countries where the legal limit is already 0.05 percent. Critics argue that most alcohol-related road accidents involve BACs of 0.10 percent or more. Lowering the legal limit to 0.05 percent is a waste of resources, they add, and wrongly penalizes moderate social drinkers.

What do you think?



Find out more about this topic on the Web:

- www.nts.gov (search "Reaching Zero: Actions to Eliminate Alcohol-Impaired Driving")
- www.abionline.org (search "Targeting the wrong drinkers")
- www.cdc.gov (search "alcohol and motor vehicle safety")
- www.bloodalcoholcalculator.org



MEDIA BAKERY

YES

from members:

Scott Allan
Brick, NJ



I am a law enforcement officer. I am very aware of what happens to drunken drivers in accidents and the victims. I hope this will help prevent such tragedy.

Patricia Corley
Mesa, AZ



Even one drink can impair your driving. Whatever we have to do to keep our loved ones safe.

Gorphine Tomlinson
Coral Springs, FL



Lowering it should save at least one innocent life.

NO

from members:

Andree Driskell
Fremont, CA



If you're stopped because you are driving illegally, it doesn't matter what your BAC is.

Lowering it will only impact social interactions.

Robert Ziegler
St. Helens, OR



Lowering the limit may put a safe legal driver in jeopardy of breaking the law.

Michelle Harlan
Sylvania, OH



People can socially drink under an 0.08 level and not be impaired. Why should that change?

from an expert in the field:



Mark Rosekind is a member of the National Transportation Safety Board and a leading expert in human fatigue (www.nts.gov/about/bio_rosekind.html).

ONE OUT of three deaths on our nation's roads involves drinking and driving, a tragic reality made even more troubling because it has not changed in more than 15 years.

Confronting this leading killer on America's roads requires a bold, multifaceted approach acknowledging every possible scenario of driving while impaired by alcohol, from serious repeat offenders to those who, for whatever reason, have simply had too much to drink and cannot operate a vehicle safely. The National Transportation Safety Board's (NTSB) full set of targeted interventions calls for stronger laws, swifter enforcement and expanded use of technology to prevent the 10,000 lives lost and 173,000 injuries every year that cost this country \$130 billion.

These interventions include the first serious, science-based recommendation on lowering the legal blood alcohol content (BAC) level in years, because any impairment compromising a driver's ability places lives in jeopardy.

Studies (see "Reaching Zero" in Web links on opposite page) in several European countries show that lowering the legal BAC limit to 0.05 has reduced highway fatalities by between 8 and 18

percent. Applied in the U.S., lowering the legal limit to 0.05 BAC or lower could protect 1,000 to 2,000 lives annually, prevent countless injuries and save billions of dollars in associated costs.

Blood alcohol levels higher than 0.05 significantly increase the risk of a fatal crash. And even at 0.05, the chances of killing or being killed behind the wheel are 38 percent greater than when driving sober, because at that level most drivers have impaired alertness, vision and responsiveness. In light of such information, more than 100 nations across the globe have lowered their legal BAC limits to 0.05 or lower, with proven results.

The NTSB is not advocating abstinence from alcohol; rather, it is recommending the common-sense separation of consuming alcohol from the task of driving. Impairment behind the wheel begins with the first drink, and the nation must foster a higher degree of personal responsibility not to drink and drive with strategies such as using a designated driver, having one's last drink long before getting on the road, walking, taking a cab or public transit, and employing an alternative transportation service available to drive people home after drinking too much.

Someone's life may depend on your decision, and every death or injury resulting from alcohol-impaired driving is needless and preventable. ☐

from an expert in the field:



Gary Biller is president of the National Motorists Association, a grassroots advocacy organization dedicated to the protection of motorists' rights and freedoms (www.motorists.org).

THE BLOOD alcohol content (BAC) of a 175-pound man nursing a single martini over an hour-long lunch might register as 0.05 percent or more. A 120-pound

woman enjoying two glasses of wine during the course of a one-hour dinner typically will have a 0.059 BAC. These folks would be subject to criminal charges, impaired or not, if the legal limit for driving under the influence (DUI) were lowered to 0.05 BAC and they got behind the wheel of a car.

At 0.05 BAC, many drivers do not exhibit impairment that makes them unsafe drivers, but that changes when levels reach 0.10 or higher. Data from the National Highway Traffic Safety Administration ("Fatal Crashes by Highest BAC Level in Crash") has been remarkably consistent throughout the years: In 92.5 percent of fatal crashes where a driver had a perceptible blood alcohol reading, that driver registered a BAC of 0.10 or higher. Alternatively, only 2.7 percent of fatal crashes involved a driver with a BAC between 0.05 and 0.08.

According to the American Beverage Institute, this isn't just an American phenomenon. A study in South Australia after the state lowered its BAC limit from 0.08 to 0.05 found that the

lower limit did not significantly affect the number of alcohol-related fatalities. Similarly, researchers who studied Denmark's 0.05 BAC law did not find a decrease in alcohol-related crashes in the first year after the law was adopted.

By spending millions of dollars to drop the legal limit of impairment from 0.08 to 0.05 BAC, rather than focusing on problem offenders with 0.10 BAC or more, valuable resources will be misdirected in the fight to minimize the impact of drunken driving on society. And meanwhile, tens of thousands of innocent drivers will be charged with legal impairment each year, putting an even greater burden on already overburdened legal and correctional systems.

Make no mistake: The issue of high-BAC drivers (that is, drivers with BACs of 0.10 or above) and repeat offenders has to be dealt with more effectively.

But throwing the book at moderate social drinkers makes no sense at all. Leave the DUI legal limit at 0.08 and focus taxpayer money and law enforcement activity on getting high-BAC drivers off the road and into treatment programs that address their problem drinking. More highway tragedies will be prevented and fewer innocent lives will be turned upside down. ☐

OCTOBER DEBATE RESULTS:

Should we separate commercial banks from investment banks?

90% YES
10% NO

Percentage reflects votes received by October 15, 2013. Results may reflect Debate being picked up by blogs.

SEPTEMBER DEBATE RESULTS:

Is America giving up too much privacy for security?

YES: 81% NO: 19%

Percentage reflects votes received by September 30, 2013.

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See Dialogue pages for more debate responses

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WAREHOUSE/COSTCO.COM | AVAILABLE NOW

Creative solutions
turn unhappy
customers into
loyal clients



STEVEN LAIT

By Carrie Madren

CUSTOMER COMPLAINTS MAY bring headaches, but they also bring opportunity. Whether they feel they received sub-par service or made a purchase that underperformed, unsatisfied customers can become repeat clients when small-business owners step in.

Oftentimes, simply fixing the issue, no matter who's at fault, can mean more business later.

That was the case with a longtime client of Krystal Wells, a Costco member and owner of The Other Woman, a cleaning service in Portland, Oregon. The customer wanted her home cleaned before she moved away, but was unhappy with Wells' staff's final cleaning. Wells spent half an hour of her own time cleaning to correct the mistake. The customer's Realtor was so impressed with Wells' dedication that she referred other clients to her.

"I ended up winning in the long run by all the extra business that I received just by doing the proper business thing and fixing our mistake, even for a client that was moving far away," Wells says.

Roots of complaints

Unmet expectations are behind nearly every customer complaint, says Barbara Khozam, author of *How Organizations Deliver BAD Customer Service And Strategies that Turn It Around!* (Barbara Khozam, 2011, not available at Costco). For instance, if a client expects a call back in 30 minutes but doesn't hear from the company for hours, the customer becomes annoyed.

Customers who speak up actually do small businesses a favor by communicating instead of remaining silently unhappy. Janelle Barlow, a Costco member and co-author of *A Complaint Is a Gift*, (Berrett-Koehler, 2008, not available at Costco) says, "The customer doesn't have to tell you what went wrong—they can simply walk away—so it's a gift when they take the time to tell you what they didn't like."

Instead of getting defensive, small-business owners should sincerely thank the customer for bringing an issue to their attention, Khozam explains. Responses can include fixing the issue without additional charge, offering a refund or offering a complimentary extra to show goodwill. In addition, simply acknowledging the inconvenience can go a long way.

The proper reaction

Whatever your response, patience and empathy are crucial.

Amy Baxter, a Costco member, doctor and CEO of Atlanta-based Buzzy4Shots.com, which makes a bee-shaped needle pain reliever called Buzzy, decided to swap paint for labels on her products to allow for more flexibility with the labels. But a customer whose daughter had arthritis was disappointed with the new version and wanted an original painted Buzzy to help her daughter deal with frequent shots. Baxter mailed the last painted item she had on hand, attached to a display poster, and gained a lifelong supporter. "She wrote me back and sent a picture of her child, and shares [about] Buzzy with the juvenile arthritis community," Baxter says.

Speed is of the essence, too. John Burger, a Costco member in Rowlett, Texas, monitors his online store, Playfully Ever After (www.playfullyeverafter.com), daily for customer comments. When a customer leaves a negative rating online, he and his wife, Adrienne, get to work. Once, a customer throwing a Rapunzel-themed birthday party in two days received a Cinderella costume by mistake and left a negative comment online. Burger quickly spotted the comment and shipped the correct item overnight free and threw in a couple of princess hair bows. The now-satisfied client changed the feedback to positive and bought another dress, Burger reports.

"Some customers may try to take advantage of this type of generous customer service, but we have not come across that yet," says Burger.

Know when to fold 'em

Though most customer complaints are reasonable, not all can be fixed: If a customer wants your store to open on Sundays and you don't want to, for instance, kindly tell the person it's just not something you're prepared to offer, Barlow advises.

Finally, if you sense a customer is unhappy, pull the customer aside before he or she leaves and ask how to make the situation right. Says Khozam, "Teach your staff to be proactive." ☐

Carrie Madren, www.carriemadren.com, is a freelance writer based in northern Virginia.

Calming customers

- Set expectations early by making business policies clear and upfront.
- Be proactive and take action at the first sign of discontent.
- Handle the issue quickly.
- Thank the customer for bringing the problem to your attention.
- Listen to the customer and show sincere empathy.
- Ask how the customer would like to see the situation resolved.

Thinking inside the basket

How to pick the perfect gift basket this season

Gift basket planning

- Find out if the recipient has any dietary or cultural limitations affecting the items you plan to send.
- Avoid dispatching a gift blindly without tasting/testing the product(s) first or at least getting a referral from someone you trust.
- Make sure that a shipped basket can be delivered punctually—without content damage or spoilage—and reach the intended beneficiary properly without inconvenience.
- Don't order gifts that will spoil or melt or freeze during hot or cold seasons unless it's a rush delivery and special precautions are taken.
- Try to choose a basket or container that can be functionally or creatively reused.
- Don't procrastinate—overnight shipping is very expensive.—EJM



By Erik J. Martin

DOES HUNTING FOR the ideal present for a loved one, friend, client or co-worker drive you crazy? Don't become a basket case—give a gift basket instead, which is a simple solution during the hectic holiday season.

Gift baskets—which include gift boxes, towers and other containers—are popular choices for personal or corporate gifts, as evidenced by sales statistics. Industry consulting firm Sweet Survival estimates that the North American gift basket market is currently valued at \$7.2 billion. And consumer food gifting overall grew to \$11.15 billion in 2012, an increase of 2.5 percent from 2011, according to Packaged Facts, a marketing research firm.

A smart idea

Home entertaining expert and best-selling author Cheryl Najafi says gift baskets are increasingly preferred because they include items that show recipients you know them personally and acknowledge their tastes.

"Gift cards can seem impersonal. But gift baskets are a smart choice when you want to buy a collection of small items that can be put together to make it look like a substantial gift," she says. As the economy has tightened and people's schedules have become overbooked in recent years, consumers have grown more selective about the presents they buy, says Debbie Quintana, founder of the Gift Basket Association in San Jose, California, and a Costco member. "The ability to customize a gift basket or make it tailored to what the recipient will truly enjoy makes this a more special choice than something generic," she says.

Additionally, gift baskets can be purchased eas-

ily in stores or online, with the assurance that all items have been carefully matched and packaged for a compact, handsome presentation. While delivering a gift basket in person is a classy touch, many opt for the convenience of professional shipping, which is often bundled into the total price at a discounted rate.

Choosing the contents

Deciding on the right arrangement of edibles or other goodies that will make the recipient smile requires a bit of careful planning.

"Think about the recipient's personality and what they would want based on their hobbies, interests and where they shop," Najafi says. "Be creative and think outside the box."

Retail gift baskets come in many sizes and varieties, including gourmet sweets, deli delights, wine assortments, golf accessories, gardening goods, culinary collections, nursery items for new moms and pampering spa bundles. Expect to pay generally between \$25 for a small personal package to \$300 or more for deluxe creations that can be enjoyed by the entire household or office.

"Remember to put a little something personal in the basket—like a handwritten letter or photograph—that lets the person know you were thinking of them when you purchased it," says Najafi.

The Costco Connection

Costco members will find a wide variety of gift baskets available at Costco locations, and an even wider variety on Costco.com. Want to create your own? See page 70 for tips.



DIY options

Robyn Spizman, the Atlanta-based author of *Make It Memorable: An A-Z Guide to Making Any Event, Gift or Occasion ... Dazzling!* (St. Martins, 2004; not available at Costco) and a Costco member, recommends do-it-yourself baskets.

"We buy fresh fruits when they're in season and make homemade gift baskets that we give to family and friends," says Spizman, who also enjoys giving and receiving Popcornopolis gourmet popcorn gift baskets, sold by Costco.

"And they don't have to be baskets. We've also bought coolers, totes and reusable containers from Costco; loaded them with peaches, blueberries and

other fruits; and topped them off with an adorable card and a bow," she says.

Ideal occasions

Gift baskets aren't just for the holidays. They also make great presents for virtually any celebration, such as birthdays, housewarmings, baby showers and weddings.

Case in point: Newly married Jason Simms appreciated receiving a basket loaded with cookies, pretzels and other snacks in lieu of a monetary gift.

"A week after our wedding, we were tired and looking for easy food, so we ate a lot of the snacks," says Simms, of Old Lyme, Connecticut. "If you had asked me previously if baskets were a good gift item, I would have said no. This definitely changed my opinion of baskets." ☐

Erik J. Martin is a Chicago-area freelance writer.

Gift baskets can make a personalized statement that sends a meaningful message to colleagues, clients, co-workers, family and friends. All of the ones pictured here are available on Costco.com.



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†When stored properly at room temperature or below

††Based on the number of Lactobacillus GG clinical studies, as of July 2013

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PAID ADVERTISEMENT

Holiday wrap-up

Spruce up your holiday gift-giving with these classic and stylish wrapping essentials.



◀ **Kirkland Signature™ 60 Handmade Holiday Gift Tags:** Featuring 18 different designs, this box contains 55 pre-strung gift tags, two gift card holders, two felt gift tags and one cookie-cutter tag.

▶ **15 Holiday Gift Bags:** Each bag has a variety of embellishments, such as foil, glitter and specialty handles and features a coordinated print on the inside.



◀ **Kirkland Signature Wire-Edged Holiday Ribbon:** Each roll holds 50 continuous yards of luxury ribbon in assorted colors and styles.



▼ **Kirkland Signature Luxury Foil Christmas Wrap:** Make your packages elegant with this single 269-square-foot roll available in several designs.

▲ **Kirkland Signature Reversible Christmas Wrap:** This high-quality, reversible gift wrap for the holidays comes with two designs on a single 366-square-foot roll. Available in several designs.



▶ **Kirkland Signature 4-Roll Pack:** Each pack features four designs of luxury Christmas wrap totaling 180 square feet. Numerous packs are available in various styles, including foil, laminate and holographic paper.

▼ **Creative Wraps Basket Wrap:** Single rolls, measuring 40 inches wide by 110 feet long, will wrap 25 large baskets. This crystal-clear heavyweight polypropylene wrap is FDA approved, and available in assorted patterns.



Selection varies by location.
WAREHOUSE ONLY | AVAILABLE NOW
Item numbers vary.

▼ **Kirkland Signature Printed Gift Tissue:** An assortment of printed, holographic, glitter and sequin wrapping tissue. Includes 120 sheets; 10 designs, 12 sheets each. 20" x 24".



▲ **Scotch Magic Tape and GiftWrap Tape Pack:** Magic Tape is the original matte-finish, invisible tape and can be written on with pen, pencil or marker. GiftWrap Tape features a unique satin finish that disappears on most gift-wrap papers. Includes three tape dispensers of each.

▼ **Kirkland Signature Box of Bows:** The deluxe box contains 50 holiday gift bows in various colors, styles, sizes and patterns.



► **Kirkland Signature Gift Tissue:** Includes 400 sheets of premium-quality white wrapping tissue.



Costco.com continues
to expand on
offerings and services

Online treasure hunt

Costco's Satisfaction Guarantee

Costco.com offers the same quality and value you have come to expect at every Costco warehouse. If for any reason you are dissatisfied with your Costco.com order, simply return your purchase to any Costco warehouse worldwide for a full and immediate refund.

Get the inside scoop!

Register on Costco.com with your email address and you will receive Costco news and special offers!



By Tracy Schneider

LONGTIME COSTCO SHOPPER Alice Braverman made her first Costco.com purchase only a year ago. Braverman has been a Costco member for more than 10 years and visits her local warehouse weekly, but she had never shopped Costco online. She and her husband were looking for a memory foam mattress for their guest room, and since they had no easy way to take such a bulky item home, they checked out Costco.com. When they saw that the online price included complimentary delivery, they ordered the mattress immediately.

Warehouse shoppers like Braverman are logging on to Costco.com every day to order mattresses, cameras and sofas and much more. "Our members shop Costco for our quality and value, and they will find that every item at Costco.com offers those same great qualities," says Ginnie Roeglin, senior vice president, e-commerce and publishing. "An added value is that there's no additional charge for shipping and handling on most items."

Costco offers a unique and cost-saving online shopping experience on Costco.com and on its mobile app. Shoppers this year will see that website navigation has been simpli-

fied. Checkout is faster and easier. And surfing the site is just plain fun.

Here be treasure

The treasure-hunt atmosphere that pervades Costco warehouses is alive and well on Costco.com. An unexpected find could be anywhere at any time. A great jacket, a new television or a piece of jewelry is often available online for only a limited time.

"Our selection of high-end watches sells quickly," says Rick Delie, senior vice president, non-foods merchandising. One day you might find a high-end, brand-name watch, and the next day it's sold out. "As with the warehouse, you'll want to check in regularly to see what we have," Rick says. "Buy what you like when you see it, because if you wait, it may be gone."

However, you'll also find items you can count on to be in stock day after day, week after week. Kirkland Signature™ diapers, in every size, and Kirkland Signature wipes are always available and ready to be shipped to your door.

The same is true for the online pharmacy, where members can fill a prescription or order a refill. Medication can be picked up at

the nearest warehouse or delivered to your door by mail. Sign up for Costco.com's automatic refill program to ensure that you never run out of your medications again.

In addition to prescription medications, Costco online, like the warehouses, carries a large selection of vitamins and supplements, pain and fever reducers, and cough and cold remedies.

Expanding on warehouse offerings

Costco.com features some—but not all—items available in the warehouses. In the past year Costco.com has expanded its offerings around some of the most successful warehouse items.

An example of this synergy is the online assortment of Keurig K-Cups. Costco offers four or five choices in the warehouses, but online the selection numbers close to 20. "We've taken the best-selling flavors from each of our regions and now offer them online for all of our members," says Jim Klauer, senior vice president, non-foods merchandising.

On the flip side, some items available online are not available in the warehouse. Artwork is one of them. Works of art are unique and personal, not to mention fragile. This season, Costco.com members can shop from an extraordinary selection of prints by well-known artists. Some of these limited-edition prints are even signed and numbered by the artist.

"We couldn't offer fine art on a pallet. Instead, we can bring pieces you might find at an art gallery to our members at an exceptional value online," says Jim.

Service gets a boost

"It's important to us that the online experience of every shopper is equal to the great experience they have at the warehouse," says member service director Leah Monica.

This year, Costco.com shoppers will see improved and expanded customer service hours. To assist online shoppers, Costco.com has a dedicated customer service number (1-800-955-2292) and service hours were extended. For the holidays, hours have been further expanded: Monday through Friday from 4 a.m. to 9 p.m. PST, and Saturday and Sunday from 5 a.m. to 8 p.m. PST.

"We've been planning for the holidays since last year," says Leah, "and have added staff to reduce our members' time on hold."

To help members avoid waiting on the phone altogether, Costco.com uses a call-back system that offers the option of receiving a call back when an agent is free. *You don't lose your turn in line!*

"All customer service agents are given extensive service training," says Leah. "They can answer product questions, help with online account setup and explain shipping and delivery options."

To quickly get started, members can go to Costco.com and click on "FAQs" (frequently asked questions), a great resource on how to order online and what to expect after you've made your purchase. This section answers questions regarding shipping, tracking and

CONTINUED ON PAGE 32

On the go and at your fingertips: Costco's mobile app

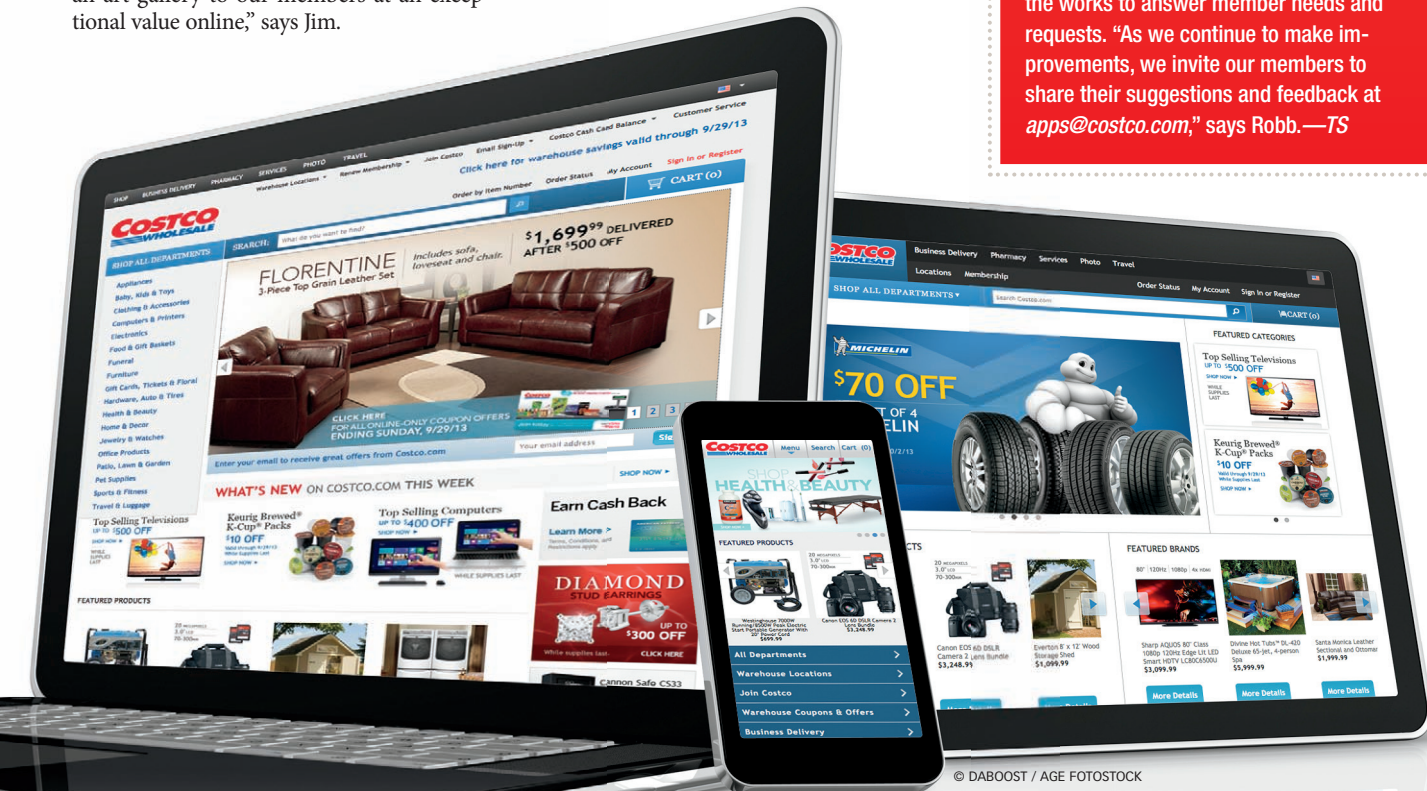


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"COSTCO'S mobile app is continually improving to meet members' needs and requests," says Robb Walters, Costco's director of site design and mobile. In addition to shopping online, finding a warehouse location or refilling a prescription, the mobile app now houses Costco's most recent savings book.

The promotional discounts Costco has always offered on paper are now on your smartphone and at your fingertips. Members no longer need the coupon booklet in hand to receive those discounts at checkout. Simply show the Costco app to the cashier. No scanning required.

Future enhancements are always in the works to answer member needs and requests. "As we continue to make improvements, we invite our members to share their suggestions and feedback at apps@costco.com," says Robb.—TS



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delivery. On some items you can choose your preferred arrival date, and for any occasion you can add a gift message to your order.

Heading into the holidays

Costco.com is primed for the holidays. Use it to find gifts to send to everyone on your list as well as holiday décor for your own home (see “Costco.com holiday countdown”). The Photo Center offers dozens of ways to celebrate the season too, with all-new options for professional-quality canvas prints, framed canvas prints and multi-canvas mosaics. Of course, the selection and pricing of Costco's photo cards for the holidays cannot be beat.

You'll find other seasonal items available online, even when they're not in the warehouse. Spas and saunas and hot tubs are offered year-round. Billiard, air hockey and foosball tables too. They also happen to make great holiday gifts for the whole family, and they can be delivered anywhere in the U.S.

Perhaps this season's most unusual holiday gifts are stylish canes and walkers in unexpected colors and patterns, which Costco.com recently introduced. “Walkers

and canes are not typically considered gift-worthy,” notes Costco e-commerce pharmacy buyer Monica McArthur, “but we've worked with our suppliers to customize walkers and wheelchairs that are best in class, stylish and, dare I say, fun.”

Wired for sight, sound and service

Electronics never go out of season, and Costco.com, just like Costco's warehouses, is bursting with computers and electronics.

Costco.com also offers Concierge Services—free technical support exclusively for members—for televisions and DVD players, computers and printers, cameras and camcorders, DVD players and many other electronics purchased at Costco. Concierge Services representatives can help you learn about a specific product, instruct you on setup and coordinate an extended warranty. And this support is completely free of charge.

Major appliances may not be holiday fare, but, by buying them online, members now have the option of having an entire kitchen or laundry suite delivered to their home in time for a family get-together. Costco's white-glove service includes delivery and installation and even the disposal of the old appliances.

Costco.com's pages often include video instruction, multiple images and in-depth product information to help you choose the best merchandise for your needs.

Apparel appeal

What may be in limited supply at the warehouse can be expanded online, and that's certainly true of Costco.com's apparel selection, which keeps on growing. This year

members have seen an expanded array of styles, colors and sizes—at unbeatable prices—with more on the way. New items are launched on the site every week.

For men, there are more dress shirts, outerwear and sweaters, as well as big and tall sizes. For women, styles are more fashion forward, and available in missy and plus sizes. “If you're shopping at the warehouse and they don't have your size, always check online,” says Kelly Christensen, assistant general merchandising manager.

Children's clothing options have been increasing too. Members will find new baby and toddler clothing, as well as more girls' holiday dresses in a wide range of sizes. Because of Costco apparel buyers' purchasing clout, Costco's dresses are of a quality you don't see often in kids' clothes at any price, and Costco's prices just can't be beat.

Like the warehouses, Costco.com has a straightforward return policy. If for any reason you're dissatisfied with your Costco.com order, you can return your purchase to any Costco warehouse worldwide for a full and immediate refund. And Costco will pick up returns of large bulky items if you can't take it back to the warehouse.

This is just a brief look at all the great offers at Costco.com. The website is also a gateway to other exciting Costco programs, such as travel, member services, pharmacy and photo centers. Browse around to see the entire world of online savings at Costco.

“Quality, value, service and satisfaction are guaranteed,” says Ginnie. “If you're shopping online, think Costco.com first.”

Frequent Connection contributor Tracy Schneider lives with her husband and daughter in Washington state.

Volume sales lead to BIG savings

WITH VOLUME PURCHASING, Costco makes large bulk and truckload orders of \$10,000 or more cost-effective and hassle-free. Whether for a business or an individual, one time or on a regular schedule, Costco's volume sales team can help to consolidate orders, streamline shipping and distribution, and save members money.

Costco recently fulfilled a commercial patio order placed by a resort in Hawaii. The Costco team lined up the merchandise and helped with the necessary logistics to ship the product from the mainland to Hawaii. The member was able to save \$20,000 off the original quote.

Costco works with a variety of business owners, from online retailers to contractors, as well as school districts and nonprofits, that may at any time need large shipments of equipment or supplies delivered to a single address. For more information about volume sales, contact volumesales@costco.com.—TS



Office supplies? Costco.com has it all at a great savings

COSTCO.COM CARRIES high-quality, brand-name business products at the lowest possible prices, all available for delivery to your business. The site features thousands of items not available at your local warehouse.

A wide range of office supply products can be shipped to residential home or commercial offices. These include everyday

office products—paper, envelopes, labels, calculators, shredders, computers, printers and more—as well as bigger items such as office furniture and janitorial supplies. All, of course, are offered at great prices.

One particularly helpful category is printer ink and toner. The site has ink and toner for numerous brands of printers.

Most office products ordered from Costco.com can be shipped the next business day. To see the complete selection of products, click on “Office Products” on the left side of the home page.

Other business supplies can be ordered through Costco's Business Delivery program. Click on “Business Delivery” at the top of the page for full details.—TS

COSTCO.COM Holiday COUNTDOWN

Planning this holiday season is easy, quick and convenient with Costco.com

THE HOLIDAYS ARE upon us! It's easy to panic, but with Costco.com as your 24-hours-a-day, seven-days-a-week partner to help you plan, it's just a series of easy steps to reduce seasonal stress and let you enjoy the richness of the holidays.

FIRST STEP

It's November—time to start planning.

Download the Costco.com app for easy mobile access to online product descriptions, shipping information and special offers.

Use your newfound mobility to come up with ideas on creating **your very own holiday cards**. Costco's online Photo Center makes customizing your greeting as easy as 1-2-3. Choose from dozens of sizes and styles to create a photo card to share with family and friends.

See? Barely a week into the month and you've already conquered a considerable amount of work. But you're not done!

SECOND STEP

Company coming for Thanksgiving or in December? Spiff up a guest room with a **new mattress**. Choose from dozens of options in twin, full, queen, king and California king sizes. And don't miss Costco.com's selection of bedding, blankets and comforters. Added bonus: Costco

will haul away your old mattress for just \$79.99.

If you're hosting, consider a quick upgrade with **new furniture**. Splurge on a **limited-edition print** from an emerging or contemporary artist, or

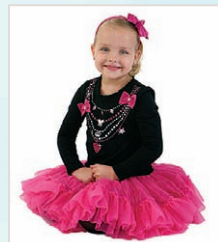
a **color lithograph** by a recognized master such as Marc Chagall, Joan Miró or Paul Klee. All works of art come with a certificate of authenticity.

There's always room for one more at the table if you have a stash of **folding or stacking chairs** stored away. Traditional and contemporary

styles will blend into any room or table setting.

Phew! You are set for hosting Thanksgiving (November 28) or the first night of Hanukkah (November 27).

The pace begins to pick up after the end of the month, so keep those ordering fingers limber.



THIRD STEP

Going to a holiday show or party? Pick out a **pretty holiday outfit** for the little girls in your life. Dresses are available in embellished taffeta, glitter mesh,

sequins, organza and satin. Choose from an assortment of colors in infant, toddler and girls' sizes 5–12. Don't delay, as these dresses always sell out quickly.

Need to take a hostess gift? Order an **ever-green or flowering bonsai** and arrange for it to be delivered shortly before the event.

Decorate this Christmas and all those to come with a **pre-lit Christmas tree** with a program-mable LED lighting system. The trees are available in a variety of heights: 7.5, 9 and 12 feet. Other holiday decorations, including **garlands and wreaths**, are also available.

The **Christmas cracker** is a holiday tradition in the UK. Costco.com's luxury version is filled with a foil hat, a motto and a silver-plated gift and carries the Royal Warrant of Approval, "by appointment to Her Majesty the Queen." (Order an extra set and go out with a bang on New Year's Eve.)

FOURTH STEP

Whether you are shopping for Hanukkah, Christmas or Kwanzaa (December 26), beat the

crowds. Being online and mobile savvy, browse Costco.com from the serenity of your favorite coffee shop and you'll find:

- An expanded selection of **men's and women's clothing**—shirts, pants, sweaters, outerwear and more—in regular, big, tall and plus sizes.

- For colleagues and clients, gifts from Costco.com's selection of **fruits, nuts and sweet**



treats in beautifully decorated boxes and baskets (see article on page 26). You're sure to find something for everyone on your list.

- For someone very special, a selection of hundreds of **one-of-a-**

kind diamonds every day of the year (see "Buying Smart" on page 112). Choose the cut, clarity, color and carat size you're looking for. No two are alike.

- For the whole family, a year's worth of memories. Assemble your favorite images from 2013 into a **photo book** or create a **custom calendar** to send to family and friends. You can also transfer home movies and slides to DVDs for everyone to enjoy.

POST-HOLIDAY

You knocked out a significant number of tasks without lifting more than one or two ordering fingers.

Reward yourself for a job well done and plan some well-deserved R&R. From **Costco Travel on Costco.com**, choose a travel package just right for you, whether that means relaxing on a tropical beach, exploring a faraway land or sailing the seas on a world-class cruise.

When you return, your New Year's resolutions may be easier to keep than ever



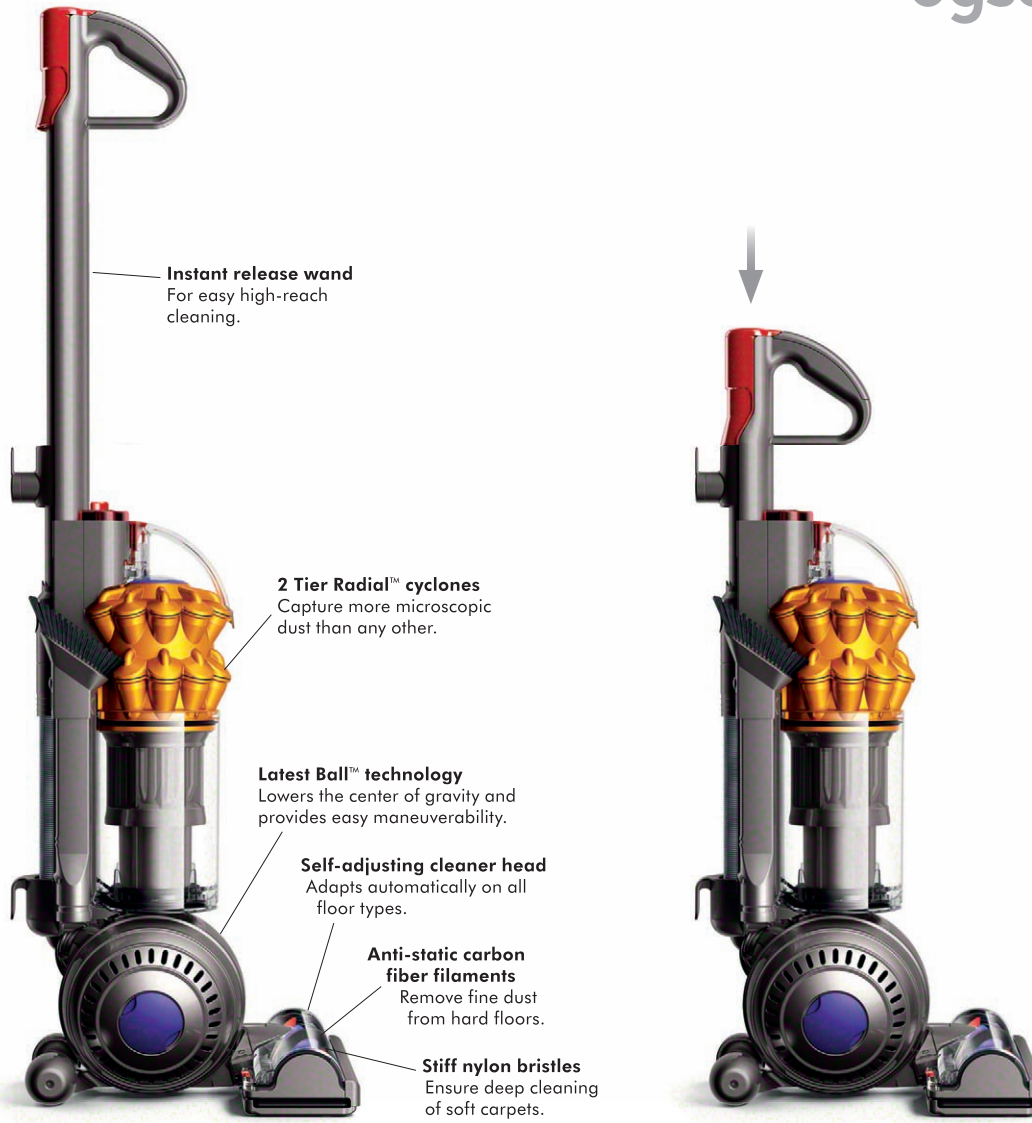
with **exercise equipment** delivered to your door. Many makes and models come with white-glove installation.

Get a jump on work by **stocking up your home office** for 2014 without lifting much more than a finger. Printers, copiers, paper and toner cartridges, pencils and pens, binder clips and rubber bands—Costco can deliver all your office needs to your door. —TS

Black Friday/ Cyber Monday

Members should be sure to check **Costco.com on Black Friday (November 29, the day after Thanksgiving) and Cyber Monday (December 2) for holiday hot buys.**

dyson ball



Big when you need it.

Our most advanced technology, performs like a full-sized upright vacuum.

Small when you don't.

With a collapsible handle, it's a compact machine that's light to lift, and easy to store.

Extra tools included

Dyson engineered cleaning tools:
Multi-angle brush, stiff bristle brush
and mattress tool.



▶ Scan or click the images in this ad for more information about the Dyson DC50 Multi-Floor Plus (see page 5).

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ACCIDENTAL DAMAGE PROTECTION PLANS

Covers drops, spills, accidents, and all mechanical/electrical malfunctions.

NORMAL-USE FAILURE

Covers all mechanical/electrical malfunctions.



TABLETS*



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TELEVISIONS

*Camera and Tablet Protection Plans available mid-November.

WAREHOUSE/COSTCO.COM

Yarn spinner

Author weaves tales of love, hope

By Andrea Downing Peck

NATURAL-BORN storyteller Debbie Macomber has captivated readers with her tales of romance, community and enduring friendships that inspire as well as entertain.

A prolific author with more than 160 million books in print worldwide, Macomber has become a cannot-miss women's fiction writer with eight *New York Times*' best-sellers, including *Rose Harbor in Bloom*, published in August 2013.

Success initially was elusive, however. Macomber was a young mother of four when she began writing full time using a rented typewriter. It was five years before she sold her first novel, *Heartsong*.

"When I first started out, the rejections came so fast they hit me in the back of the head," Macomber tells *The Connection* while sitting in a conference room above her yarn shop, A Good Yarn, in a picturesque Victorian-style building in Port Orchard, Washington. "I would be walking from the post office and—*bang*—another rejection."

See opposite page for Debbie Macomber's holiday story (a *Connection* exclusive).

Macomber, 65, describes her desire to write as a "dream that pounded inside of me," but the Washington native admits she had to learn to craft a novel, in part because dyslexia meant she did not read until age 10. To teach herself the art of novel writing, she scrutinized four of her favorite books, including Kathleen Woodiwiss' *The Wolf and the Dove*.

"Whatever was inside that story that made me want to go back and read them again and again, I wanted in my own story," she explains. "I dissected them scene by scene, chapter by chapter. I learned the structure of a novel, how to open and close a chapter and introduce another character's viewpoint."

In her numerous novel series, many of which are based in the Pacific Northwest, she has created a cast of characters—from Lydia Hoffman, a yarn shop owner on Blossom Street, to Olivia Lockhart, a small-town judge in Cedar Cove—who could be your neighbors or new best friends.

Starry Night is Macomber's latest installment and the most romantic page-turner in her Christmas series, which she writes to provide her readers with a reprieve from holiday frenzy.

"Generally, I try to do something more humorous because people are so stressed out over the holidays," the Costco member says. "I want to give them something that is going to make them laugh, but this book is going to make them sigh and believe again in romance and falling in love."

Starry Night chronicles the unlikely pairing of Finn Dalton, a reclusive best-selling author hidden away in the wilds of Alaska, and Carrie Slayton, a Chicago society-page columnist who longs to write hard news. Slayton's editor promises her a chance to leave the society beat behind if she locates and lands the first interview with the complex but solitary Dalton.

"Isn't it wildly romantic?" asks Macomber, who admits to modeling Finn after Wayne, her husband of 45 years. "I loved writing that book."

Blessed with a deep reservoir of story ideas, Macomber plans to continue publishing three books a year, writing from within the turret atop her yarn shop or her winter home in Florida. Macomber maintains her prolific pace by focusing on producing the daily page count needed—about 5,000 words a day—to meet her deadlines.

"I don't go home until those pages are finished," says Macomber, whose charitable works include serving as spokesperson for World Vision's Knit for Kids program.

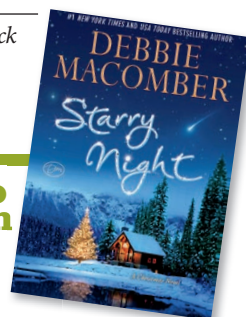
Her books, meanwhile, will continue to mirror her own outlook on life.

"I tend to be an optimistic, idealistic person," she says. "When we were first married, Wayne used to say, 'Do you have to wake up and shine so bright?' I live a life of hope and look for the best in things. It's great if that comes through in my books." ☐

Andrea Downing Peck is a freelance writer from Bainbridge Island, Washington.

The Costco Connection

Starry Night is available in most Costco warehouses.



Debbie Macomber

DEBORAH FEINGOLD

Handmade with love



Debbie Macomber discusses the joys of making gifts

In this Connection exclusive, author Debbie Macomber (see her interview, left) writes about why knitting is one of her favorite hobbies, as well as a saving grace in her life. Because the holiday season is upon us, Macomber also addresses the joys of giving and receiving a handmade gift.

By Debbie Macomber

MOST PEOPLE DON'T realize that I didn't learn to read until I was 10 years old. This might come as a surprise from a writer who has published more than 100 books. I'm dyslexic, which understandably made reading difficult. But you know what's even more surprising? It was knitting that turned things around for me as a kid; knitting has been my saving grace over the years in more ways than one.

When I learned to knit, I took to it like it was an ice cream cone on a hot summer day. As much as I struggled with reading, knitting came to me as if I had been born to do it, which was a real gift to a little girl who so desperately wanted to be good at something, who so struggled with her confidence. And once I figured out how to read a knitting pattern, I started making breakthroughs with my reading and math skills as well. That was knitting's second gift to me.

And then along came Mrs. Awesome Teacher in the seventh grade. She was impressed by my skills, so she organized a fashion show for my junior high class of all of the projects I'd knit. It was the shining moment of my youth.

Once I became a writer, knitting brought me new and different gifts. I can sit down and pick up my needles and let my mind rest. It helps me to clear my head and allows me space to think through plotting problems. Whether it's an issue with my family or with my work, if I just knit on it for a while, inevitably the solution becomes clear.

It's also the perfect antidote to writer's block. Well, actually, I don't believe in writer's block. I think it's just the mind or subconscious telling a writer that something is wrong with the book. But that's where knitting comes in to save the day. I can knit on a story problem and, within a short amount of time, the solution will present itself. Knitting is my tried-and-true plotting tool as well as my own personal therapist. It has yet to let me down.

Over the years, knitting has also become the gift that keeps on giving. I have given handmade knitted presents to countless friends and family members—it's one of my favorite things to do. Giving someone you love or admire a special piece that you knit yourself is more than just the scarf or the sweater or the blanket or a pair of socks. It's sharing your love and passion with those you care about most. It's love on needles.

Sometimes knitting can be two gifts in one. My friend Roberta once gave me the yarn and pattern for a beautiful but difficult and complicated lace shawl. It was so challenging that Roberta had to teach me how to go about doing it, and,

honestly, I wasn't sure I'd be able to finish it. But when I did, I couldn't have felt more proud and lucky to have a friend who gave me the gift of yarn along with her great teaching skills.

My favorite time of year for gift giving is naturally Christmas. I'm a Christmas kind of girl. (I do write a new Christmas story every year, after all.) The best part of Christmas gift-giving is that I can involve the whole family, especially my grandkids. Sadly, although I've taught them all, not one has taken to knitting, so we do something else instead: We put together homemade mixes and other goodies for special people who touch our lives—friends, teachers, the mailman (I'm talking everyone). It's an all-day affair. We start by filling jars with the ingredients for soup, cookies, spices or drinks (our lemonade and our Russian tea are particular favorites), and include the recipe with each one.

And where do we go to purchase all the makings for our mixes? Well, that's easy and obvious: Costco. Flour, sugar, spices, beans, chocolate chips, butter and nuts—it's all there and in the quantities that a family as big as ours really needs. And if I pick up a half-dozen pizzas and a boatload of popcorn for us to snack on while we're creating our Christmas presents, who can blame me? Gift-giving is hard work, after all, and growing children need sustenance. Their grandmother does too.

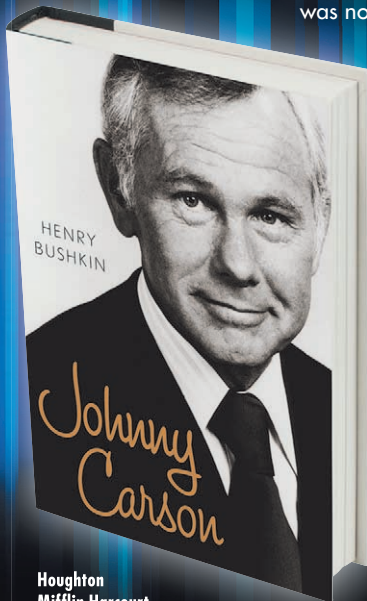
And if I'm at Costco, why stop with staples? I take the opportunity to stock up on wrapping paper, tape, gift bags, plus a few more Christmas decorations. You can rest assured that I'll be wrapping my knitted gifts using my Costco supplies. After all, knitting has been one of my very best gifts in life, a gift that gives back and is meant to be shared. 🇨🇦



PHOTOS: MEDIA BAKERY

A REVEALING LOOK AT THE REAL KING OF LATE NIGHT

For 30 years Johnny Carson hosted *The Tonight Show* and had his finger on the pulse of the country. He was notoriously, inscrutable off camera as he was charming onstage.



Houghton
Mifflin Harcourt
hardcover | biography |
available now | Item #805480

Carson's longtime lawyer, best friend and wingman, Henry Bushkin, was with him every step of the way. Now, in his compelling new memoir, Bushkin shows us the Johnny Carson that nobody else could—a remarkably nuanced portrait of the *Tonight Show* host.

Johnny Carson unveils the man behind the desk as well as the star-studded world that he ruled.

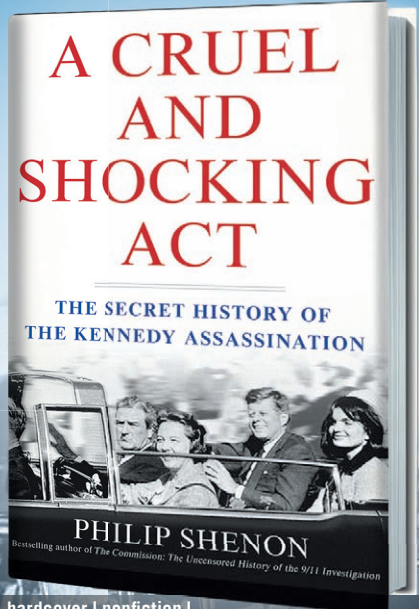
THE GREATEST MURDER MYSTERY OF THE 20TH CENTURY

The questions that have haunted our nation:

Was the president killed by a single gunman?

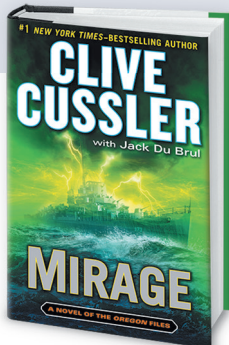
Was Lee Harvey Oswald part of a conspiracy?

Did the Warren Commission discover the whole truth of what happened on November 22, 1963?



HENRY HOLT & COMPANY

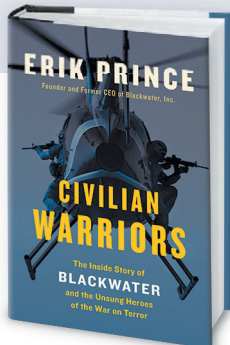
hardcover | nonfiction |
on sale October 29 | Item #818139



MIRAGE

The extraordinary new *Oregon Files* novel in the #1 *New York Times*–best-selling series. Juan Cabrillo must get to the bottom of a Navy experiment tied to inventor Nikola Tesla—and the dangerous new weapon resulting from it that may be in the hands of the enemy.

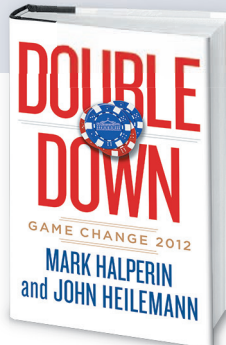
G. P. Putnam's Sons | hardcover |
fiction | on sale November 5 |
Item #818152



CIVILIAN WARRIORS

The founder of Blackwater offers the gripping, previously untold story of the world's most controversial military contractor, and shows why many of Blackwater's former employees were unsung heroes in the war on terror.

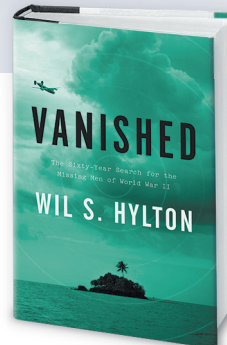
Portfolio | hardcover | nonfiction |
on sale November 19 | Item #818143



DOUBLE DOWN

From the authors of the #1 *New York Times* best-seller *Game Change*, an explosive account of the 2012 presidential election, pulling back the curtain to reveal the exhilarating story behind the headlines for the first time.

The Penguin Press | hardcover |
nonfiction | on sale November 5 |
Item #817390

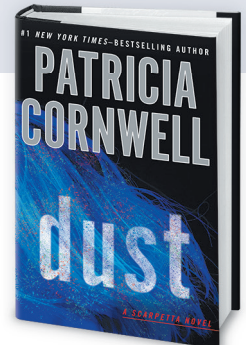


VANISHED

The gripping search for a missing World War II crew, their bomber plane and their legacy, from Wil S. Hylton, "one of the best journalists working today."*

"Spellbinding, moving, and masterfully researched."
—Hampton Sides,
author of *Ghost Soldiers*

Riverhead Books | hardcover |
nonfiction | on sale November 5 |
Item #816784



DUST

The new Kay Scarpetta novel from the world's #1 best-selling crime writer, Patricia Cornwell, who's always at the forefront of forensic science.

"Technology continues to advance at the speed of sound, but in the end, it's people who solve crimes."
—Patricia Cornwell

G. P. Putnam's Sons | hardcover |
fiction | on sale November 12 |
Item #818149



Because What You Read Matters.

*John Jeremiah Sullivan, author of *Pulphread*

Lucky day

Hard Luck is good luck (and good fun) for Jeff Kinney and fans of *Diary of a Wimpy Kid*

By Chris Penttila

THE MIDDLE SCHOOL years have always been a minefield of major embarrassments. For author Jeff Kinney, they've been a gold mine of new material.

Diary of a Wimpy Kid: Hard Luck is the highly anticipated eighth installment in Jeff Kinney's wildly popular kids' series, *Diary of a Wimpy Kid*, which chronicles the awkward and hilarious adventures of middle school weakling Greg Heffley. Kinney's books are written in journal form and are peppered with funny illustrations that Kinney, a talented, longtime cartoonist, draws himself.

"I really wanted kids to believe that this was a real kid writing," says Kinney, 42. "I strive to make Greg seem like an authentic kid."

In *Diary of a Wimpy Kid: Hard Luck*, Heffley has a falling out with his best friend, Rowley, who now has a girlfriend. Feeling abandoned, he takes stock of his life and decides to trust in the wisdom of the Magic 8 Ball to make all of his decisions.

"That has unintended, and hopefully humorous, consequences," Kinney says. "I get to explore what happens when your best friend pairs up with somebody else, and I had a lot of fun with that."

Kinney has struck literary gold with the *Diary of a Wimpy Kid* book series. At least 85 million *Wimpy Kid* books are in print worldwide, and the first book became a movie in which Kinney had a small, on-camera role.

He's more proud of his role in getting kids, particularly boys, to spend more time reading. "I've heard from thousands of parents who say that the *Wimpy Kid* books were what got their kids to read," he says. "Kids open up the book and it doesn't feel like work. It feels like entertainment, which is how reading should feel."

He admits that the writing process definitely feels like work, however. "Sometimes I'll be able to get on a roll, but that part is very difficult for me," says Kinney, who works in a



JONATHAN BECKERMAN



Tablet or smartphone?

Scan or click here for a video of Jeff Kinney talking about *Diary of a Wimpy Kid: Hard Luck*. (See page 5 for scanning details.)

studio located next door to the Massachusetts home he shares with his wife, Julie, and their two sons, Will and Grant. He draws inspiration from his own childhood, parenting magazines and life itself. "My characters aren't supernatural or special in any sort of way," he says. "But I think there's a lot of humor to be found in everyday life."

A Maryland native, Kinney attended the University of Maryland at College Park, where he drew a popular comic strip, *Igdoof*, for the college newspaper and dreamed of becoming a syndicated newspaper cartoonist. Unable to secure a syndication deal, he started jotting down ideas for *Diary of a Wimpy Kid* and worked on it for six years before publishing it in daily installments on FunBrain.com.



The Costco Connection

Diary of a Wimpy Kid: Hard Luck will be available in most Costco warehouses on November 5.

"I felt like I had my opus. I wanted to make sure I got it right," says Kinney, who landed a multibook deal with Abrams in 2006 to turn *Wimpy Kid* into a series. The first book, *Diary of a Wimpy Kid*, was released in 2007 and became a *New York Times* No. 1 best-seller. It was followed by *Diary of a Wimpy Kid: Rodrick Rules*, which also topped the best-seller list.

Writing best-sellers is Kinney's distraction from his current day job as creative and editorial director for Poptropica.com, his popular kids' online game website where he can work 17-hour days. "I think of myself as more of a 9-to-5er who writes books on the side," he says. "I feel like I have two identities, and I vacillate between the two."

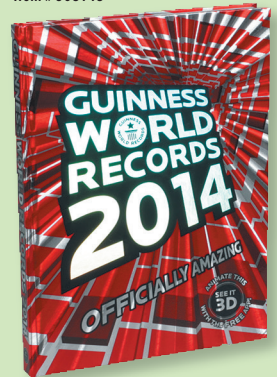
As for Greg Heffley's future, Kinney plans to keep him stuck in middle school. "It really is an awkward time, physically and emotionally," he says. "I want to keep Greg Heffley frozen in this preadolescent amber forever, because I think it's more fun to do it that way."

For now, Greg Heffley is back, he's bemused, and he's probably going to be a best-seller again. If one were to ask the Magic 8 Ball if Jeff Kinney's luck with the new book will be as good as his luck with the previous seven titles, there's little doubt the answer would have to be "All signs point to yes." ☞

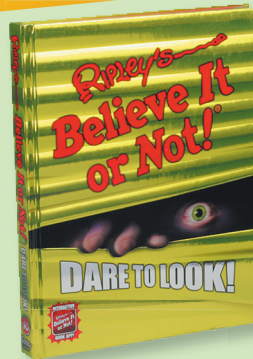
Chris Penttila is a freelance journalist based in Alexandria, Virginia.

Great Gifts~Happy Holidays

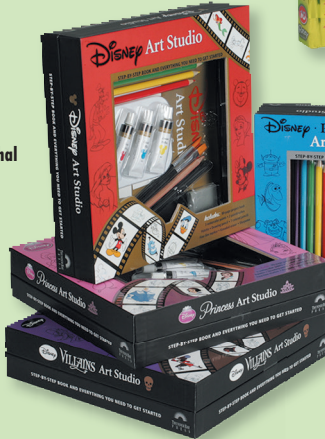
Guinness
Item #803143



Ripley's
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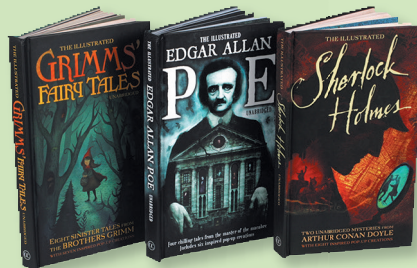
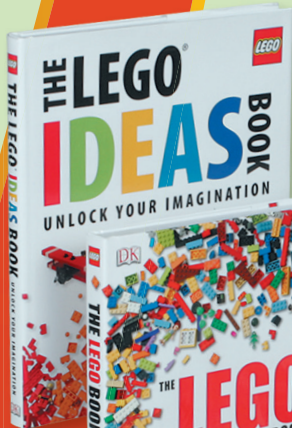
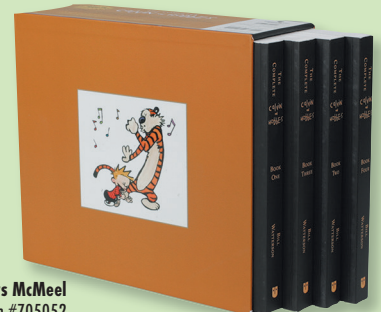
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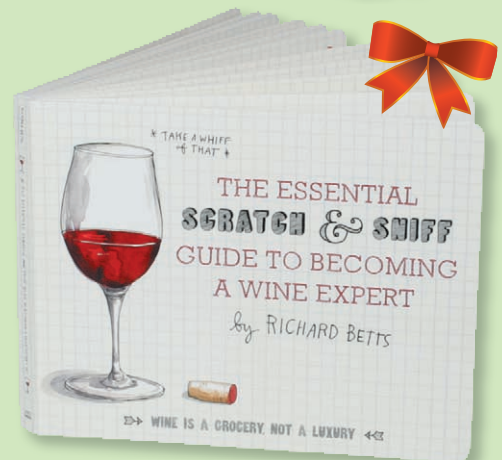
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Item #814634



Andrews McMeel
Item #705052



Thunder Bay | Item #806442

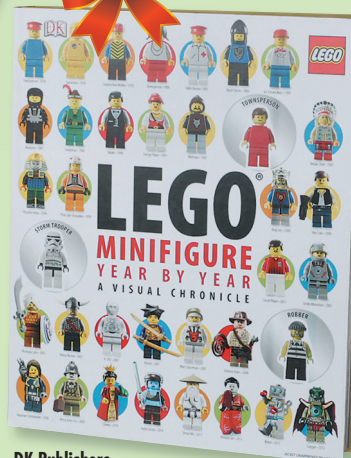


DK Publishers
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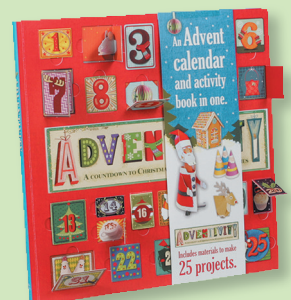


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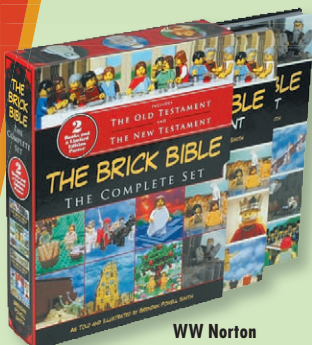
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DK Publishers
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Thunder Bay
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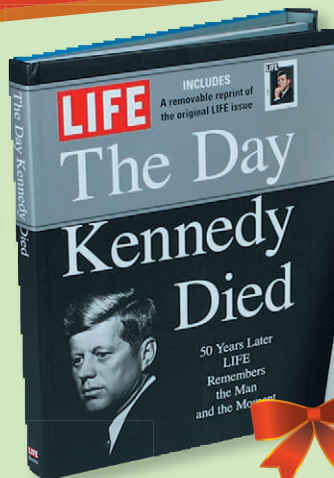
WW Norton
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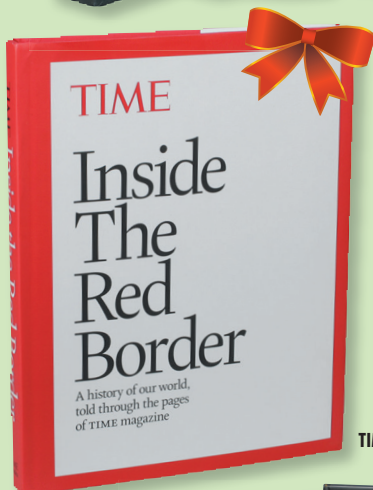
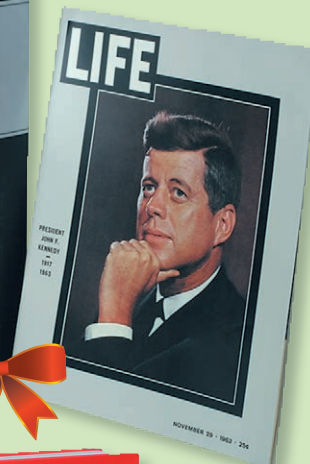
Workman
Item #678895



Publications International
Item #784762



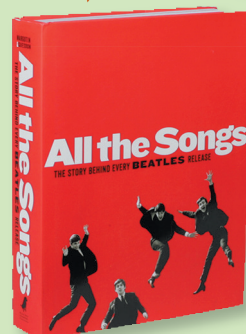
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Black Dog & Leventhal
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HarperCollins
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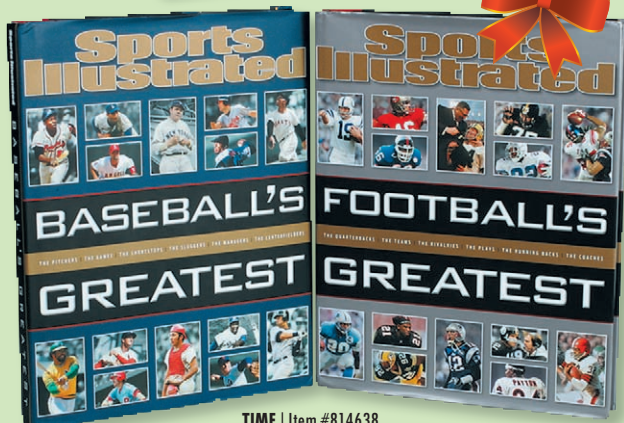
Available early
December



HarperCollins
Item #806431

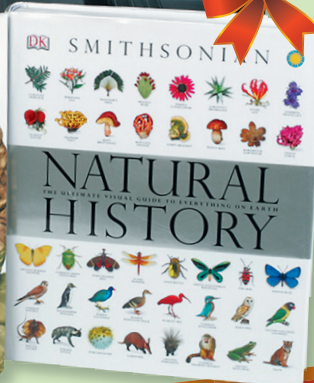


Andrews McMeel
Item #806385



TIME | Item #814638

DK Publishers
Item #704876



Murray Books
Item #609065

Look for these gift books in early November

New from the #1 *New York Times* best-selling author of *The Thirteenth Tale*
Diane Setterfield



Hardcover • Fiction
 On Sale November 5 • Emily Bestler/ Atria Books
 Item #802892

New from best-selling author
Rush Limbaugh



Hardcover • Fiction
 On Sale October 29 • Threshold Editions
 Item #816812

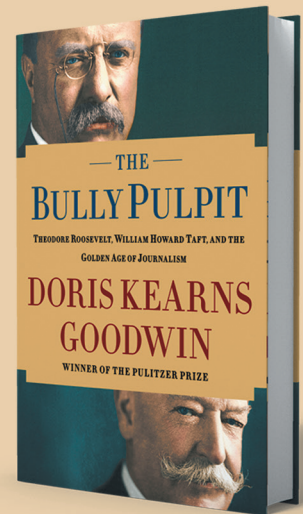
Television personality and best-selling author
Rachael Ray



Wondering what to make for dinner tonight—and for the rest of the week? Here's an easy way to prepare a week's worth of meals, for yourself or the whole family, in just one day.

Trade Paperback • Cooking
 On Sale October 22 • Atria Books
 Item #803165

New from the #1 *New York Times* best-selling author of *Team of Rivals*
Doris Kearns Goodwin



Goodwin explores a larger-than-life president, his chosen successor and a momentous and raucous period in American history as she brings Theodore Roosevelt, William Howard Taft and the Progressive Era to vivid life.

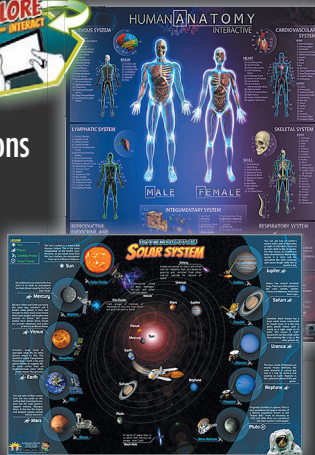
Hardcover • Nonfiction
 On Sale November 5 • Simon & Schuster
 Item #819375



Interactive Science Explorations

Award-winning, giant, interactive educational wall charts. Includes a free app filled with 3D animations, fun facts, videos and games synched to the charts using augmented reality! Also available *Interactive Periodic Table of Elements*.

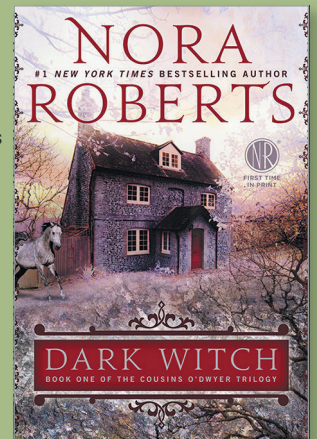
PopAR | Interactive wall charts | educational | on sale November 2 | Item #795043



The first in the all-new Cousins O'Dwyer trilogy

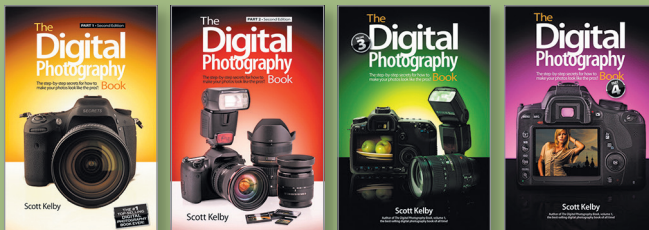
Iona Sheehan arrives in Ireland with nothing but her grandmother's directions and an innate talent with horses. She takes a job at the local stable, working with an owner who possesses her biggest weaknesses, all in one big, bold package. But Iona soon discovers that a dark evil haunts her family and must be defeated before she can find real happiness.

Berkely | trade paperback | fiction | on sale October 29 | Item #816791



The ultimate digital photography series

Updated editions to the best-selling digital photography book series from Scott Kelby. Learn better digital photography from the pros with hundreds of new tips and tricks.



Pearson Education | paperback | self-help | on sale November 17 | Item #813752



The gift book of the season

Vanity Fair celebrates its 100th birthday in typical fashion, with peerless literary narrative and bold imagery. Take a decade-by-decade look at the world as seen by the magazine from its inception in 1913 to its controversial rebirth in 1983 and even the history of the glamorous *Vanity Fair* Oscar party. Don't miss the celebration with *Vanity Fair 100 Years*.

Abrams | hardcover | nonfiction | available now | Item #816768

Fire and ice

Australian author revisits a murder and the last execution in 19th-century Iceland

By Matthew Robb

CHALK IT UP to providence, fate or simply good fortune, but Hannah Kent's red-hot literary career began with a childhood dream gone awry. The watershed year 2002 found the Australian schoolgirl, then 17, jetting to Iceland for one glorious year on a Rotary exchange program. Dream turned to nightmare when she learned that instead of being stationed in Reykjavik—the island's endlessly charming capital city—she would be living in Saudarkrokur, a remote fishing village on the dark, treeless, wind-blasted northern coast. In winter.

After epic bouts of homesickness, Kent opened her eyes to this alien landscape so celebrated in Icelandic sagas. It began to enchant her, then fire her imagination. When she chanced upon the lonely 1830 gravesite of Iceland's last executed murderer—a mysterious woman named Agnes Magnúsdóttir—the seeds of her brilliant new historical novel, *Burial Rites*, were sown.

Speaking by telephone from a rented cottage in Adelaide, her hometown on Australia's southern coast, Kent, now 28, describes her book as a “dark love letter to Iceland.” Critics appear equally smitten, hailing it as a tour de force. Pulitzer Prize-winning novelist and fellow Australian Geraldine Brooks praises the freshman work as “an accomplished gem, its prose as crisp and sparkling as its northern setting.”

For four years after her time abroad, Kent's head swirled with the fate of Agnes. In 2009, she decided to write about the case to fulfill Ph.D. requirements at Flinders University in Adelaide. Almost immediately, she ran into a wall, as biographical information on Agnes was practically nil.

The official records that she did manage to

chase down online left two distinct impressions: one, that Agnes was a “Nordic Lady Macbeth,” and two, that she was filled with what Kent describes as “fury over her misrepresentation.”

Kent knew she couldn't write a whodunit, as Agnes' fate—public beheading by broadax—was common knowledge. Instead, she opted to write a crisp “whydunit” that reimagined Agnes' final six months. After learning Icelandic and the art of decoding “scratchy Icelandic handwriting and historic vocabularies,” Kent spent two years researching 1820s Iceland to granular detail, via the Internet.

Facts took her only so far. To get inside Agnes' head, Kent had to resort to educated, intuition-guided guesses, or what she calls “informed speculation.” A follow-up, six-week research blitz inside the National Archives of Iceland confirmed that her gut feelings had been spot on again and again: that Agnes had grown up without a mother, that she was childless, that her counseling priest was young and callow, and more. Today, Kent credits intuitive dot-connecting at the subconscious level, but allows something far more mystical may have guided her.

“The writing phase was overwhelming, very intense,” she recalls. “I sat down in January 2011 and wrote a thousand words of new writing every single day.” Four months later, she submitted her draft for the inaugural Writing Australia Unpublished Manuscript Award. She won—earning a small cash prize (\$10,000 Australian) and a priceless mentorship with Brooks.

In mid-2012, *Burial Rites* ignited a furious bidding war among publishers, with Kent snagging a two-book, seven-figure deal. To keep her life centered, she continues her work as deputy editor of the Australian literary journal *Kill Your Darlings*, which nurtures promising new writers. And the celebrity whirlwind is accelerating. This September, just as Kent's promotional globe-hopping began in earnest, she sold film rights to the novel. Meanwhile, the historical novelist is busy on her next book, focusing her penetrating eye on 19th-century Ireland.

Looking back at how one closed door led her to another, far more promising door, Kent says, “Years ago, I figured if the academic gig didn't work out for me, I would consider work as a pastry chef. Since *Burial Rites* was acquired in 2012, it's been an absolute dream. I'm in a constant state of gratitude.” ☐

Connection contributor Matthew Robb writes from Washington, D.C.



Hannah Kent

NICHOLAS PURCELL



FOR MORE years than I care to count, the things for which I am most thankful have been my family, my friends, my dogs, good wine and good books. While I would be hard-pressed to rank them, I can say that my gratitude for books is currently through the roof. Much of it is due to this month's Book Buyer's Pick, *Burial Rites*, by first-time novelist Hannah Kent.

Inspired by a true story, Kent examines the life of a woman accused of murdering her master. However, there are no women's prisons in 1829 Iceland, and Agnes is sent to an isolated farm to await her execution. As her death looms ever closer, the farmer's wife and daughters learn that every story has two sides.

I imagine you, too, will be thankful for this beautiful novel that unfolds in a stark landscape.

For more book picks, see page 48.



Pennie Clark Iannicello, Costco book buyer

FRANCE FREEMAN

signed book giveaway

COSTCO HAS 50 copies of Hannah Kent's *Burial Rites*, with signed book plates, to give away. To enter, just go to Costco.com, search for “NovBookPick” and follow the instructions. Or print your name, address and daytime phone number on a postcard or letter and send it to: Hannah Kent, *The Costco Connection*, P.O. Box 34088, Seattle, WA 98124-1088.

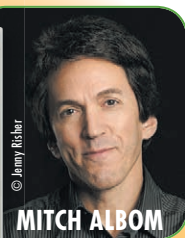
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Purchase will not improve odds of winning. Sweepstakes is sponsored by Hachette Book Group, 237 Park Avenue, New York, NY 10017. Open to legal residents of the U.S. (except Puerto Rico) who are age 18 or older at the time of entry. One entry per household. Entries must be received by December 1, 2013. Winners will be randomly selected and notified by mail on or before January 1, 2014. The value of the prize is \$26. Void where prohibited. Winners are responsible for all applicable federal, state and local taxes. Odds of winning depend on the number of eligible entries received. Employees of Costco or Hachette Book Group and their families are not eligible.



Tablet or smartphone?

Scan or click here to enter the giveaway in our digital newsstand and online editions. (See page 5.)



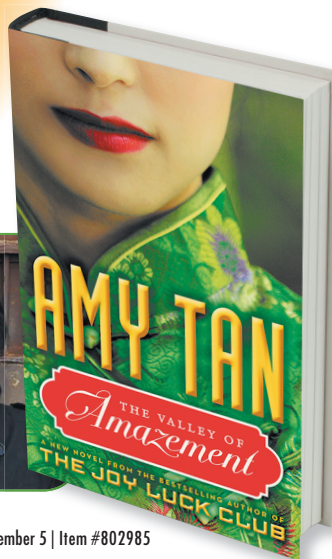
© Jimmy Krieger

MITCH ALBOM

From one of the best-loved writers of our time

The small town on Lake Michigan is unremarkable until its citizens suddenly begin receiving phone calls from the afterlife. And a grief-stricken single father is determined to find out what is really behind it. *The First Phone Call from Heaven* is a powerful story of belief.

Harper | hardcover | fiction | on sale November 12 | Item #792981



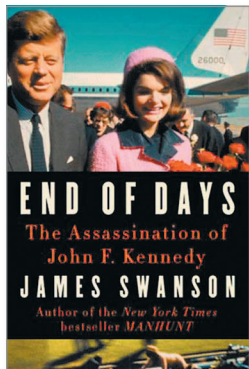
© Rick Smolan - Against All Odds Productions

AMY TAN

Ecco | hardcover | fiction | on sale November 5 | Item #802985

One woman's search for home

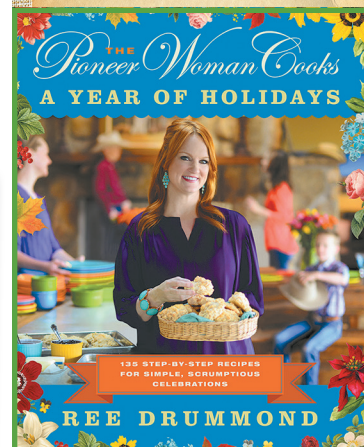
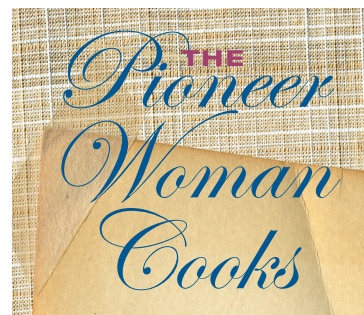
Spanning 50 years and two continents, Amy Tan's new novel is the story of one of the most celebrated courtesans in Shanghai and her willful, wild American mother. Tan explores the profound connection between mothers and their daughters in *The Valley of Amazement*.



The definitive account of a historic crime

The *New York Times* best-selling author of *Manhunt: The 12-Day Chase for Lincoln's Killer* now turns his attention to the JFK assassination. Based on sweeping research, never before collected so powerfully in a single volume, *End of Days* follows the event hour by hour and reads like a pulse-pounding thriller.

William Morrow | hardcover | nonfiction | on sale November 12 | Item #816770



hardcover | cookbook | on sale October 29
Item #817154

Enjoy the holidays year-round

Everyone's favorite accidental country girl shows how to ring in those special holidays with her homespun humor and some truly inspired menus for every meal.

Make the very most of every occasion with *The Pioneer Woman Cooks: A Year of Holidays*.

WILLIAM MORROW

The Imprint of HarperCollins Publishers

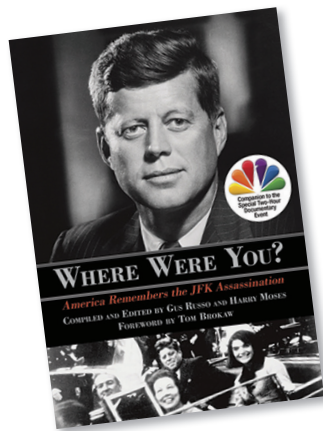
ORGANIZE YOUR RECIPES

The Deluxe Recipe Binder is the quick, easy and stylish way to organize and store all of your recipes from any format: newspapers, magazines, websites—you name it. Sheet protectors are perfect for storing recipes printed from the Internet. Extra-large recipe cards in protective pockets allow room to write tips and hints, and a tie-clasp envelope is great for storing clippings from magazines and newspapers. Divider pages, featuring index tabs, allow you to categorize the recipes. All of your favorite recipes that you've collected over the years are now easy to locate and use!

C.R. Gibson | binders | cookbook | available now | Item #786930



Books detail
the event
that defined
a generation



The Kennedy assassination at 50

By Michael Evans

YOUNG, HANDSOME and charismatic, John F. Kennedy seemed to have stepped out of central casting to become leader of the free world and usher in a bright new era of hope and idealism when he was elected president in 1960.

Alas, as quickly as he captured America's imagination, his life and his nascent presidency were ended by assassin bullets on the fateful afternoon of November 22, 1963, in Dallas. The Kennedy story was part Camelot and part political spy thriller—a Robert Ludlum–Lerner and Loewe combination of tragedy and intrigue that captivated and impacted a generation.

On the occasion of the 50th anniversary of his passing, a pair of noteworthy new books take a run at the JFK legend and legacy.

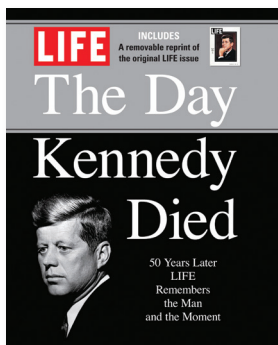
When former editor Richard B. Stolley says that *Life* magazine owned the story of the Kennedy assassination, he is serious. *The Day Kennedy Died: 50 Years Later: Life Remembers the Man and the Moment* is a superb retro-

spective of the iconic newsmagazine's coverage of all things Kennedy before, during and after that day in Dallas. The heavyweight coffee-table tome is an elegant compendium, featuring new essays, personal accounts and a full complement of classic photos, including many previously unpublished pics. Also included is a bonus reprint of the original *Life* issue covering Kennedy's death—vintage ads and all.

As the newsmagazine's coordinating coverage of the assassination's aftermath, Stolley is best known for his role in acquiring the exclusive rights to perhaps the most infamous film footage ever. In a recent phone interview, he recounts his first viewings of the 26-second film, taken by local garment factory owner Abraham Zapruder, that captures the Kennedy shooting. The centerpiece of nearly every conspiracy theory, all 486 still frames of the Zapruder film are published in print for the first time in the book.

"It's really quite remarkable, the circumstances and the coincidences that put [Zapruder] in the one place where he could record the event beginning to end," the now 85-year-old Stolley tells *The Connection*.

(below) *Life* magazine detailed Kennedy's life, family and legacy through numerous cover images and stories.



In contrast, *Where Were You?: America Remembers the JFK Assassination* is less a cultural souvenir and more a living time capsule. As the companion book for an NBC television special hosted by Tom Brokaw, *Where Were You?* tackles the Kennedy saga as a human-interest story. You may want to skip ahead to check out recollections by high-profile figures in politics (Bill Clinton, John Kerry), show business (Steven Spielberg) and at the intersection of both (Harry Belafonte, Oliver Stone). However, the most compelling contributions are by little-known players in the drama such as Buell Frazier, the unlucky co-worker of the alleged assassin, Lee Harvey Oswald, and Marie Tippit, widow of the policeman whom Oswald also murdered that fateful day.

"The idea was to get stories out there that the average person ... just hadn't heard," says book co-editor Gus Russo, who spearheaded this project in tandem with television producer Harry Moses. "I wanted to approach this on very human-interest terms and strip the mythology [to capture] what it was like to have been there and what effect [the assassination] had on their lives."

A veteran journalist whose career was launched by his insatiable curiosity about the Kennedy assassination, Russo, 63, has written several books and contributed to various television projects, many of which explore the seemingly endless conspiracy theories. Like Stolley, Russo largely supports the Warren Commission's official finding that Oswald acted alone in his crimes. They both agree wholeheartedly that the legacy of Kennedy's life and presidency shouldn't be obscured by the frenzy surrounding his death.

"Kennedy got us through the Cuban missile crisis, but [his successor] Lyndon Johnson managed to pass the Civil Rights Act and Voter Rights Act after [Kennedy's] death," says Stolley. "Would he have accomplished this [if he'd lived]? We'll never know. That was the tantalizing thing about Kennedy's presidency—he created hope. And then he was gone."

"The Peace Corps was probably Kennedy's crowning achievement. He got a generation to give instead of take," Russo says. "And hopefully that will be how he's remembered." □

Michael Evans is a writer and creative consultant in Portland, Oregon.

The Costco Connection

The Day Kennedy Died and *Where Were You?* will be available in most Costco warehouses. Look for additional Kennedy books, and the film *Parkland*, at your local Costco.

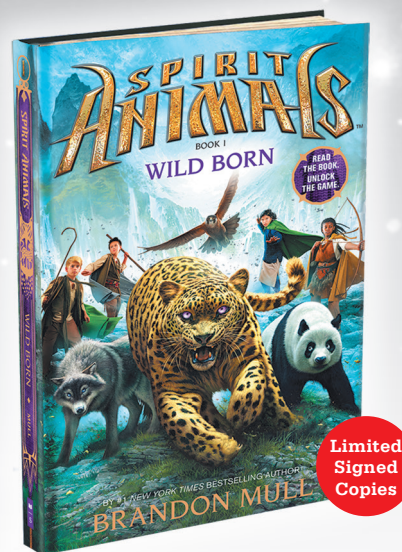


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“Spellbinding.”—**USA Today**



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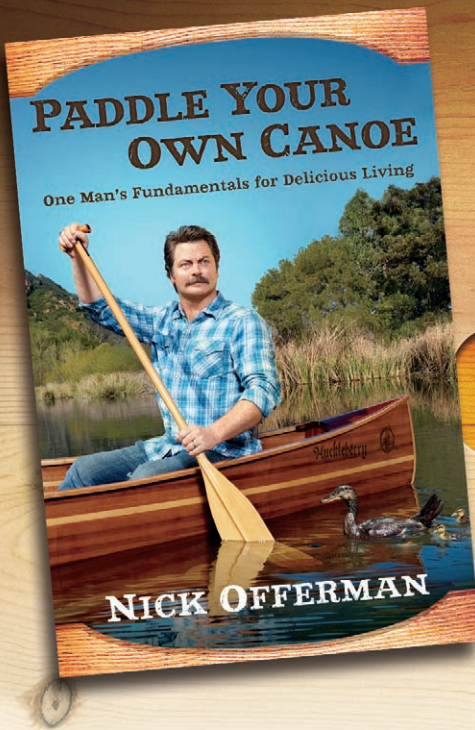


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SCHOLASTIC



The craftsman

This actor has both paddles in the water, and many irons in the fire

By Stephanie E. Ponder

SINCE THE LATE '90s, Nick Offerman has been working in television, films and theater. He's perhaps best known for his role as Ron Swanson, the director of the parks and recreation department of fictional Pawnee, Indiana, on the TV show *Parks and Recreation*, now in its sixth season.

The Connection recently caught up with Offerman while he was on the road for his "American Ham" comedy tour and took the opportunity to ask about the tour; his new book, *Paddle Your Own Canoe*; Ron Swanson's appeal; and Offerman's hobby as a skilled woodworker and gifts he's made for his wife of 10 years, actress Megan Mullally.

Costco Connection: What happens during one of your comedy shows?

Nick Offerman: The show is comprised of my 10 tips for prosperity. They're actually sincere tips ... like say "please" and "thank you" and engage in romantic love. Then I expound upon them in a way that's hopefully humorous. We have the ridiculous bonus that my wife, Megan Mullally, has a new band called Nancy and Beth. They've been opening for me. Then they come out and we do some songs together. We're kind of combining our chocolate and peanut butter into a wife-and-husband variety act, and it's been really a lot of fun.

CC: What prompted you to write a book?

NO: It was really from this touring show that the book sprung forth. Some people around me said, "The tips for prosperity sound like [a] book." And I said, "Oh, I guess maybe I should look into writing a book. That sounds like fun." And so I did look into it. I whipped out 300 pages of hopefully humorous philosophies and rants and whatnot.



Nick Offerman

EMILY SHUR

CC: How did you decide on the format of the book?

NO: Having a crazy schedule of TV and film work and touring and also putting in some time in my wood shop, I said, "Here's a list of funny stories. Here's a list of different arenas of opinion: modern fashion for the hirsute man, working with your hands." We took the lists and [my editor, Jill Schwartzman,] said, "Let's do 16 story chapters and 16 of these observations." And I said, "Thank you very kindly."

CC: Do you start to feel a little antsy if you don't get enough time in your wood shop?

NO: I do. Growing up in my farm family where everyone is great at a lot of sorts of different labor, by necessity, it's just sort of in our genes. As I became, for better or worse, an artist and started working professionally in theater, I ... sort of remained in the labor pool by building scenery professionally. And somehow that sensibility has stuck with me where if I spend too much time just working as an artist, I feel like I'm not getting enough

The Costco Connection

Paddle Your Own Canoe: One Man's Fundamentals for Delicious Living is available in most Costco warehouses.

tangible work done. I'm happy to be entertaining people and so forth, but I feel a lot better when I can put my hands on and say there's something I affected and it will remain that way. No editor will be changing it.

CC: What was your latest handmade gift?

NO: I made Megan a tiny fork recently, just for fun. We were having a little spoon-carving workshop, and in my obtuse way I said, "Well, everyone is making a different sort of spoon; I'm making a tiny fork." I enjoy making things for Megan more than anything.

CC: Ron Swanson is such an iconic character. Why do you think people respond to him?

NO: It would be insincere of me to not mention his dashing good looks first. When a man is that handsome—classically, traditionally—people really gravitate toward them. You've got your Paul Newmans, your [Robert] Redfords and your Ron Swansons. Beyond that, I think people find comfort in a man or woman who knows how to get things done simply without having to look on the Internet. It's becoming a bit of a rare breed, so I think there's a certain comfort that comes with that sensibility.

CC: Is there anything you'd like to add?

NO: This is all just a great deal of fun, and I'm very grateful. Thanks for giving it a darn. It's fun to pass along lessons from my parents, but more than that I really enjoy entertaining people, and I hope that this book will succeed in doing so. [E]

Book Picks

November

Book buyers' picks



NONFICTION

***The Essential Scratch & Sniff Guide to Becoming a Wine Expert: Take a Whiff of That*, by Richard Betts.** While I enjoy the occasional glass of wine, please don't ask me to talk about it with any kind of authority. For anyone who has ever stumbled over how to talk about wine, this book is a dream come true. Betts is one of fewer than 200 Master Sommeliers in the world, but he's no wine snob and no fan of wine-speak. In the first book of its kind, he helps readers scratch and sniff their way to expertise by introducing the basic components of wine—the fruits, the wood, the earth—enabling anyone to discover the difference between the different kinds of wine.

—Lindsay Bubitz, assistant buyer, media

***The Wizard of Oz: The Official 75th Anniversary Companion*, by William Stillman and Jay Scarfone.** It's hard to remember a greater thrill before home video than the annual television broadcast of *The Wizard of Oz*. This year marks the film's 75th anniversary, and this book offers much to celebrate. Written by authorities on the subject, this collectible volume features engaging text, ephemera and 10 removable features. The authors detail filmmaking secrets—why Dorothy's shoes were ruby-colored; how the filmmakers got a fleet of monkeys to fly—and reveal never-before-seen artwork from their personal collection, including, but not limited to, rare stills, Technicolor test frames, and costume and set illustrations.

—Shana Lind-Stowers, assistant buyer, media

***Inside the Red Border: A History of Our World Told Through the Pages of Time Magazine*, by editors of Time Magazine.** I've always been a bit of a news junkie. I can remember lurking around the table when my parents and their friends would talk about politics. The cover of *Time* is one of the most celebrated and coveted showcases in print journalism. Presidents, sports legends, entertainers and corporate powerhouses, along with more nebulous questions and statements about politics and society, have held that honor. This collection serves as a historical record of sorts, while interviews with former and current editors offer insight into how the cover images are selected. The book, which coincides with the magazine's 90th anniversary, shows how the images inside that red border have not only reflected the times, but also influenced them.

—Shana Lind-Stowers, assistant buyer, media

***The Hobbit: The Desolation of Smaug Chronicles: Art & Design*, by Weta Workshop.** This time last year I was champing at the bit for the release of the first title in *The Hobbit: Chronicles* series. Now my sights are set on the third title, which explores the creative vision of the second film. This lavish volume follows Bilbo, Gandalf and Thorin's Company of Dwarves eastward on their quest to reclaim the lost realm of Erebor from the dragon Smaug. It is filled with more than 1,000 stunning images of conceptual art, supplementary photographs and detailed commentary provided by the film's cast and crew. Unique to this book is a special fold-out replica of the portrait of the Master of Lake-town, played by Stephen Fry, exactly as it appears in the film.

—Chris Burns, media

FICTION

***The Divine Comedy*, by Dante Alighieri.** Despite the general grumbling about reading lists in high school, I truly enjoyed reading *The Divine Comedy*. And this leather-bound, illustrated version is worthy of any book lover's shelves. Often considered the foremost work in Italian literature, this allegory begins with Dante's descent into the depths of Hell. Then he climbs the mountain of Purgatory, where Christian souls undergo final purification, before finally touring the celestial circles of Heaven, where he is filled with the image of God. Other titles in this series from Canterbury Classics, which feature gilt edges and built-in page markers, include *Alice's Adventures in Wonderland*, *Grimm's Complete Fairy Tales* and collections by Edgar Allan Poe, H.G. Wells, Jane Austen, Jules Verne and Mark Twain.—Scott Losse, media

***Literary Pop Ups*, from Canterbury Classics.** I've always loved pop-up books, and even as a child I made sure to not tear any of the pop-up elements. It's been no small delight to find pop-up books designed for grown-ups, and three new titles from Canterbury Classics are reason to give thanks. Available in mid-November, the books are *The Illustrated Edgar Allan Poe*, *The Illustrated Grimm's Fairy Tales* and *The Illustrated Sherlock Holmes*. Readers will find, respectively, four Poe stories, eight fairy tales and two unabridged mysteries. All three books are beautiful and elegantly illustrated, making them perfect for adults who, like me, still hold on to a childlike sense of wonder.—Beth Alley, media

MAGAZINE

***How It Works Annual: 2014*.** This collection of all the best articles from *How It Works* magazine over the last 12 months includes fascinating facts and information on the inner workings of the latest inventions. Subjects covered—with expert explanations, revealing cutaways and detailed images—include the environment, nature, technology, science, space and transportation. The *How It Works Annual* is perfect for anyone looking to expand his or her mind, from the occasional tinkerer to the insatiably curious.

—Lindsay Bubitz, assistant buyer, media



PHOTOS: JOE MENTELE



PHOTOS: MANNY FERNANDEZ PHOTOGRAPHY



Paul Soucy, left and above left, is a 73-year-old boxing champ.

He's a knockout!

THEY SAY FATHER Time is undefeated, but Costco member Paul Soucy is not going down without a fight. After being diagnosed with diabetes and battling multiple surgeries, including heart bypass surgery, and with metal plates in his neck and ankle, the 73-year-old Livonia, Michigan, resident has taken the term “act your age” and knocked it out of the ring.

Soucy is the winner of the *Ripley's Believe It or Not* contest, published in *The Connection* last November, which sought to identify a Costco member with a unique accomplish-

ment, with the winner to be featured in the 2013 edition of *Ripley's* (see box at right).

He was chosen for his seemingly timeless boxing success. Having won the boxing title for his age group in 2005, '06 and '08, in 2012 the 165-pound Soucy—who has been boxing for 54 years—won his fourth Ringside World Championship (RWC) by defeating Bill Cruze, also 73, in the third round. Held in Kansas City, Missouri, the RWC is the largest boxing tournament in the world, with fighters from 16 countries.—Jordan Maughan

Look, we dare you

FANS OF THE weird, but totally true, can rejoice. The new *Ripley's Believe It or Not! Dare to Look!* is here and available at most Costco locations. This year's book features hundreds of full-color photos and thousands of true yet hard-to-believe facts and stories. Readers will learn about perilous near-miss accidents, extreme daredevils, unbelievable artwork and fantastic sports feats.

Better still, the *Ripley's Believe It or Not!* app offers access to exclusive bonus content by scanning images in the book.

Examples of what's beneath the bright green cover include:

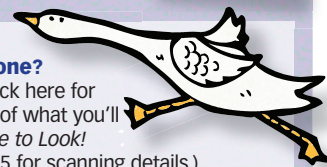
- The biggest collection of ventriloquist dummies—as shown in an eight-page gatefold
- Farmer Hung and his traffic-stopping herd of 5,000 geese

—Stephanie E. Ponder



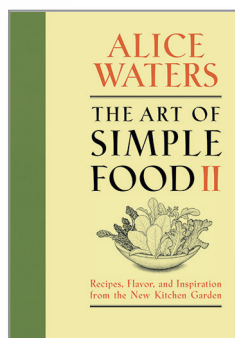
Tablet or smartphone?

Scan or click here for a preview of what you'll find in *Dare to Look!* (See page 5 for scanning details.)



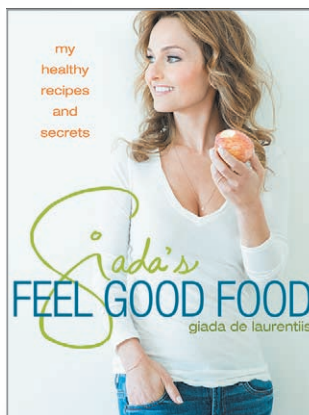
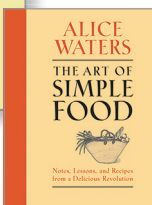
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LOOK AT FOOD IN A WHOLE NEW WAY



Clarkson Potter | hardcover | cookbook | on sale October 29 | Item #817164

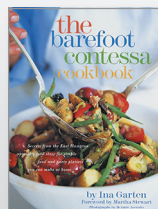
According to *The New York Times*, Alice Waters has “single-handedly changed the American palate.” Her simple but unique dishes focus on flavor and using locally produced, seasonal foods. Her *The Art of Simple Food* revolutionized the way we obtain and prepare our meals. Now, in *The Art of Simple Food II*, she presents 200 new recipes that celebrate food that grows in the earth all year long—making the very most of each season and what it has to offer.



Clarkson Potter | hardcover | cookbook | on sale November 5 | Item #818140

Beautiful Food Network star Giada De Laurentiis reveals her secrets for eating well and feeling great in her latest book, *Giada's Feel Good Food*. Get 120 recipes as well as the tips she uses to maximize energy and remain fit. More than a cookbook, it's a look into Giada's life and a guide to staying on track while still enjoying life to the fullest.

The Barefoot Contessa knows how to entertain with style and simplicity, and now seven of her books are available at Costco.



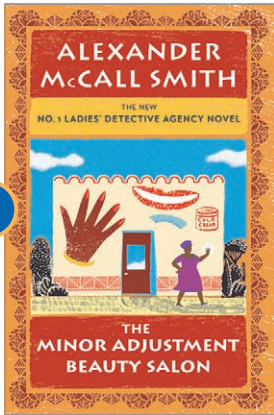
Clarkson Potter | hardcover | cookbook | available early November | Item #702591

WAREHOUSE ONLY

RANDOM HOUSE

is the publishing home for some of the best and brightest authors. These are the books that will be read and talked about this winter, and they can all be found at Costco.

1



Pantheon | hardcover | fiction | on sale November 5 | Item #816773

1

With genuine warmth and wit, Alexander McCall Smith has taken the literary world by storm with his best-selling *No. 1 Ladies' Detective Agency* series. The author has a way with observation, and in *Precious Ramotswe*, he has given readers one of the most memorable heroines in modern fiction. Now he presents the 14th installment of the series, *The Minor Adjustment Beauty Salon*.

2

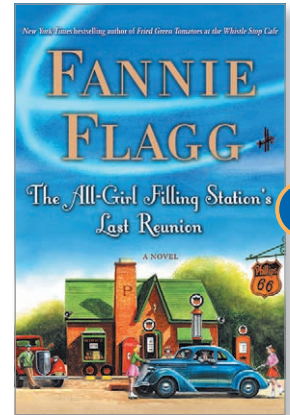
The one and only Fannie Flagg is a fantastic storyteller. In beloved favorites, including *Fried Green Tomatoes at the Whistle Stop Café*, she weaves engaging heartfelt tales full of unforgettable characters. Now she's at her hilarious best in a new comic mystery about a couple of women who are forced to reimagine who they are in *The All-Girl Filling Station's Last Reunion*.

3

Pat Conroy's success as a writer has always been intimately linked with the exploration of his family's history, in best-selling books such as *The Prince of Tides* and *The Great Santini*. Now, in his powerful new memoir, Conroy and his father, "the Great Santini," find some common ground. Old wounds are healed in *The Death of the Great Santini*.

4

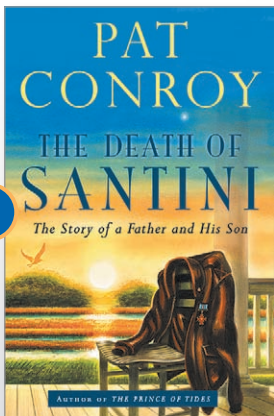
Powerhouse author Janet Evanovich has entertained her loyal readers for years with laugh-out-loud, high-octane stories of Stephanie Plum, a trouble-making New Jersey bounty hunter. In her newest adventure, *Takedown Twenty*, Stephanie is taking on the mob, some bingo-playing seniors and a giraffe named Kevin.



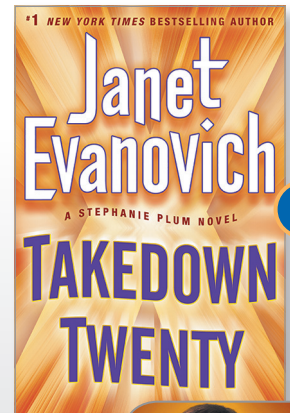
2

Random House | hardcover | fiction | on sale November 5 | Item #818154

3



Nan A. Talese | hardcover | fiction | on sale October 29 | Item #818155



4

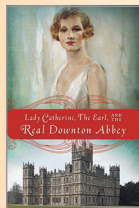
Bantam
hardcover | fiction | on sale November 19 | Item #792983



The magic that dogs bring to our life

Pure Joy is a love letter to our four-legged friends and a tribute to the happiness that they bring.

Delacorte Press | hardcover | nonfiction | on sale October 29 | Item #818163



A MODERN STORY IN A BEAUTIFUL AND FABLED SETTING

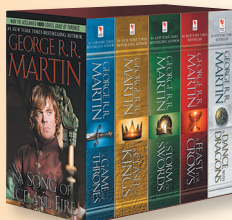
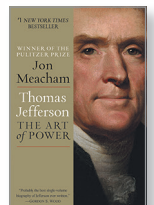
Catherine Wendell, a beautiful and spirited American woman, married the 6th Earl of Carnarvon and presided over Highclere Castle—the estate that serves as the central setting for the hit PBS show *Downton Abbey*. *Lady Catherine, the Earl, and the Real Downton Abbey* is her remarkable story.

Broadway Books | paperback | nonfiction | on sale October 29 | Item #818166

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Pulitzer Prize-winning author Jon Meacham presents the extraordinary world of Thomas Jefferson, as Jefferson himself saw it. His story of overcoming partisanship, cultural warfare, economic change and external drama resonates today more than ever. Now available in paperback.

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George R.R. Martin has created a world of revelry and revenge, of wizardry and warfare, unlike anything experienced before. Already hailed as a classic, the series is destined to stand as one of the greatest achievements in fiction.

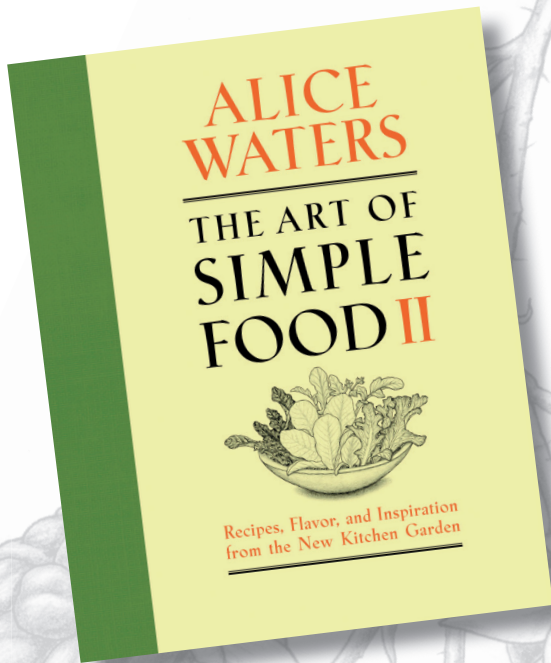
Bantam | paperback box set | fiction | on sale October 29 | Item #818160



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Delacorte Press | hardcover | fiction | on sale October 29 | Item #818165



Tablet or smartphone?

Scan or click here for a video about the Edible Schoolyard Project. (See page 5 for scanning details.)

Still Waters

Iconic chef offers up more simple food

By J. Rentilly

WHEN ALICE WATERS was 19 years old, she came to the belief that a plate of food can change everything. For the teenage Waters, studying for a year in France at the time, the plate was simple: grilled trout, prosciutto-wrapped melon and a raspberry tart. But the flavors, she remembers, were intoxicating, absolutely delicious, and then she learned why: The fish had been caught that morning in a stream adjacent to the countryside restaurant, the raspberries grown in the proprietor's garden, the meat culled from the establishment's small farm. This meal was prepared, in every sense of the word, right here, right now.

"It was a revelation to me," says Waters, now 69. "You pick what you grow and you eat it five minutes later. It's a connection with nature that's been lost along the way in the last century, as we want everything fast, cheap and easy. It illuminated this path for me."

A half century later, Waters—often referred to as "the mother of American food"—remains at the vanguard of fresh, organic, sustainable cuisine as the founder, owner and executive chef of Berkeley's Chez Panisse, named the best restaurant in America by *Gourmet* magazine and referred to by *Vanity Fair* as "the ultimate manifestation of



Alice Waters

the baby-boomers' contribution to the American food revolution." Today, after a slow cup of tea and a long walk, a daily ritual in her "mad, multi-tasking schedule," Waters oversees the eatery's lunch menu of wood-baked squid, aioli and tomatoes, with green salad, all of it fresh, locally grown and, she tells *The Connection*, "absolutely delicious."

If you're salivating for the opportunity to replicate some of Waters' elegantly simple but

provocatively delectable dishes, she has just published her 12th book, *The Art of Simple Food II: Recipes, Flavor, and Inspiration from the New Kitchen Garden*. Featuring more than 200 new recipes—from Pork Tenderloin with Fresh Fennel Pollen and Seeds to Garden Greens and Goat Cheese Pasta, Alpine Strawberry Tartlets with Crab Apple Glaze to Candied Kumquats—the book is also rich with musings on Waters' storied career and gentle guidance toward a new way of growing, preparing and eating food in America.

"I'm trying to bring people into another relationship with food through the experiences of being in the garden and cooking and going to farmers markets, [so] that they reconnect with nature and understand that aspect of the food experience," she says. "These things

The Costco Connection

The Art of Simple Food I and II are both available in most Costco warehouses.

were self-evident to our ancestors, who grew and harvested their own food, enjoyed the process of preparing it with their friends and families, and really celebrated life as they ate together. We've been indoctrinated differently in the last 60 years, turned into this fast-food nation, so this book is about coming back home to fall in love with all of that again."

Waters believes the transformation is not only essential, but as simple as planting a few seeds in your own neighborhood. "It could be a planter full of herbs or a community garden, but it's very easy. Begin with a garden," she says. "There are recipes and guides in the book for how to do that very, very simply, no matter where you are, and it will change your life, I promise."

In addition to running her restaurant and writing books, the pioneering Waters is also founder of the Edible Schoolyard Project, launched in 1995, which establishes organic gardens and kitchen classrooms in public schools. The project's broader goal is to spread nationwide Waters' School Lunch Initiative, providing wholesome, free lunches to students in the United States. The programs have thrived in Berkeley, New Orleans, New York City, Los Angeles and Greensboro, and are building momentum in other cities and school districts across the country.

"A lot of people have called me a revolutionary over the years, but I'm not trying to overthrow anything," says Waters. "I'm just trying to win people over. We all have to eat with intention, with mindfulness, and it's so much easier to begin as children—though I did once get President Clinton to eat a peach!"

This fall, Waters is taking a five-week hiatus from her Berkeley kitchen to work as scholar in residence at the American Academy in Rome, after having served previous stints in São Paulo, Sardinia and several cities in Japan. "For me, this is a dream," she says, smiling. "If I'm not cooking in my own garden or restaurant, then the thing that gives me the most pleasure is living and cooking for a while in a foreign country. And you never know, I may bring back a couple of Italians who want to work at Chez Panisse!"

J. Rentilly is a Los Angeles-based writer.

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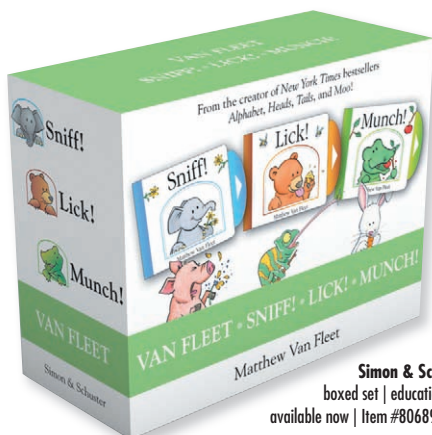
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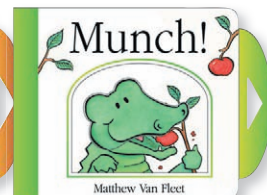
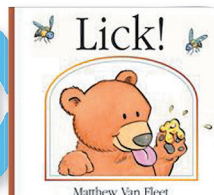
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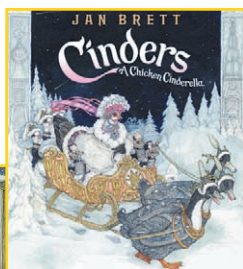
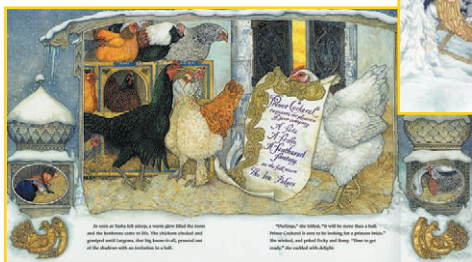
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Publications International | hardcover | songbook | available mid-November | Item #816764

The Books Be Reading

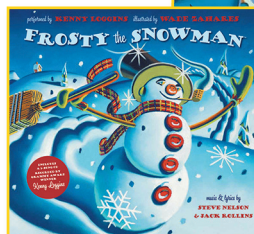
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Get into the spirit of the season with perennial classics for children of all ages. Jan Brett brings her rich illustrations and a new dimension to favorite Christmas stories. In her capable hands, *The Twelve Days of Christmas* and *The Night Before Christmas* come alive. A naughty troll learns a valuable lesson in *Home for Christmas*, and don't miss Brett's original, snowy look at the Cinderella story in *Cinders: A Chicken Cinderella*.



Penguin | hardcover |
fiction | available
early November |
Item #697384

Imagine Publishing |
hardcover & CD | fiction |
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Item #816786



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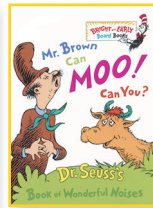
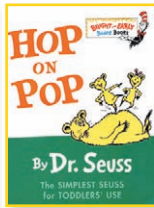
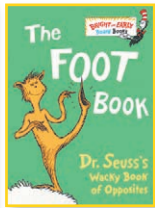
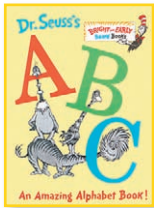
Bring classic songs and stories to life with books that will be treasured forever. One of the most magical of all wintertime songs gets an enchanting interpretation in *Frosty the Snowman*, and Christmas wouldn't be the same without Clement C. Moore's classic poem *The Night Before Christmas*. Take a magical journey *Over the Rainbow* and much more. Each deluxe picture book comes with a compact disc and is a delight for the eyes and the ears.

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Zoobies has teamed up with some classic books and a few of our favorite characters with Book Buddies—a soft toy and book all in one. Each adorable plush toy opens up into a story—the perfect bedtime companion. Choose from Eric Carle's hungry caterpillar, Hello Kitty, Olivia and Laura Numeroff's mouse.

Zoobies | toy book | fiction | available mid-November | Item #673443



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Random House | 4-pack | fiction | available early November | Item #816795

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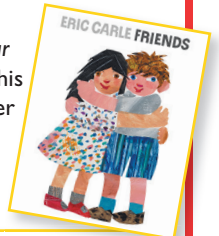
These precious gift sets are sure to delight babies and parents alike. Bath books with built-in squeakers, cloth books with crinkle sound and colorful board books introduce early concepts in a fun and playful way. The adorable plush toy included in each set is sure to become a favorite.

Kidsbooks® | gift set | educational | available November 15 | Item #775331

The Power of Friendship

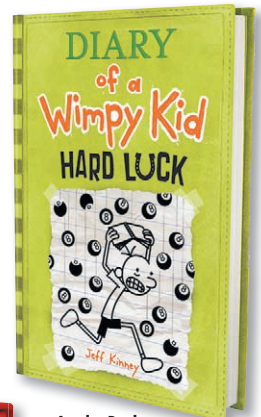
From the creator of *The Very Hungry Caterpillar* comes a sweet story about friendship. When his best pal moves away, a little boy does whatever he must to find his missing playmate. Young readers will cheer him on as he climbs mountains, runs through rain and finally reunites with his buddy. A story of love and perseverance, brightened with Eric Carle's vibrant art, *Friends* is destined to become classic.

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It's Hard Luck Being a Wimpy Kid

Let's face it: Greg Heffley has never had the best of luck. But things are really not going well for him these days. His best friend, Rowley, has ditched him, and it's impossible to find new friends in middle school. So Greg decides to risk it all and turn his decisions over to chance. Hopefully a roll of the dice will turn things around for him in the latest edition, *Hard Luck*. Also be sure to pick up the other books in the series in one box set. It includes books one through seven and a do-it-yourself book and journal so you can start your very own diary!



Amulet Books
hardcover | fiction | on sale
November 5 | Item #816796



Amulet Books
box set | fiction | available early
November | Item #816807

Hard Luck not included in box set.
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WAREHOUSE ONLY

Moving movies

Access wherever you go, thanks to UltraViolet

By Marc Saltzman

MOVIE LOVERS, YOU might not have heard about UltraViolet just yet, but you'll likely want a front-row seat for the action.

This new entertainment platform was built with one purpose in mind—convenience—as it lets you access all your movies anytime, anywhere and on many devices. Here's what you need to know to get going.

What is it?

UltraViolet (UV) is a free online service that lets you collect, store and access your movie collection from anywhere.

You may hear UV referred to as a "cloud" service, as your films are stored online in a digital collection or library. Once movies are in your UV collection, they won't take up valuable storage on your devices. You can stream whatever is in your library to supported Internet-enabled devices such as personal computers, smart TVs, game consoles, tablets and smartphones.

Your movies (TV shows, too) are password-protected, so you're the only one with access to them—unless you choose to share your content. UV collections can be shared with up to five friends or family members. Up to three people can stream movies from the same UV library at the same time (perhaps one on a TV, a second on a computer and a third on a tablet).

Also, if you know you're going to be somewhere without an Internet connection, such as a family cottage or airplane—you can choose to download your movies for offline viewing. No discs necessary.

The Costco Connection

Blu-ray titles at Costco with this symbol include Digital HD UltraViolet copies.



How do I start?

There are two ways to build your UV library: through a redemption code on a specially marked Blu-ray Disc or DVD (the code comes in the case), or through the code that comes with a film you've bought digitally.

The first step is to create a UV account. You can do this through the site you might already use to watch movies, such as Flixster (www.flixster.com) or CinemaNow (www.cinemanow.com). It doesn't take long, and it's free.

After you set up your account, you enter the redemption code for the movie to unlock the UV version. Once a movie has been added to your UV collection, you can access it and watch it as much as you like.

Up in the cloud

MAN OF STEEL, the epic reimagining of the story of the boy from Krypton who grew up to be the superhero known as Superman, is coming to Blu-ray this month. But there's another way to get the movie, without the disc, with exclusive early access to bonus content, with a Digital HD pre-order movie card. Members will find displays of *Man of Steel* cards in Costco warehouses starting October 29. Here's how it works:

- Pick up a Digital HD pre-order movie card.
- Take it to a cashier. The cashier rings it up and you get another card.
- On your device, go to www.flixster.com/costco and enter the redemption code from the card.
- Follow the steps to create or log in to your free Flixster and UltraViolet accounts.

Once done, you get immediate access

What about my existing discs?

Many older DVDs and Blu-ray Discs can be added to your UV collection through Disc to Digital for a one-time fee: \$2 to \$3 for standard definition; or \$5 for high-definition.

To take advantage of Disc to Digital, simply launch the free Flixster desktop app, pop the disc in your optical (disc) drive and if it's UV-compatible—about 5,000 titles now are—you can choose to add it to your UV library. Best of all, you don't need to copy the disc to a computer and then upload the movie. Once you pay the small fee, the film will be placed in your digital locker. Neat, huh?

As you can see, UltraViolet is a smart, easy and convenient way for families to access their favorite flicks, whenever and wherever, and on countless screens. The future is here, and it looks sharp. [C]

Marc Saltzman is one of North America's most recognized and trusted tech experts. Follow him on Twitter, @marc_saltzman.



Tablet or smartphone?

Scan or click here for a quick tutorial on UltraViolet. (See page 5 for scanning details.)



to 25 minutes of *Man of Steel* bonus content: the featurette *Strong Characters, Legendary Roles*.

On November 12, the full-length theatrical version of *Man of Steel* in Digital HD will be automatically added to your UltraViolet collection, viewable on most devices, including computers and compatible tablets, smartphones, game consoles, Internet-connected TVs and Blu-ray players. (HD playback is not available on all devices. Consult Flixster.com for a list of HD-compatible devices.)

It's a new way to beef up your movie collection.—Steve Fisher

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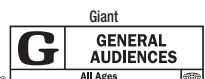
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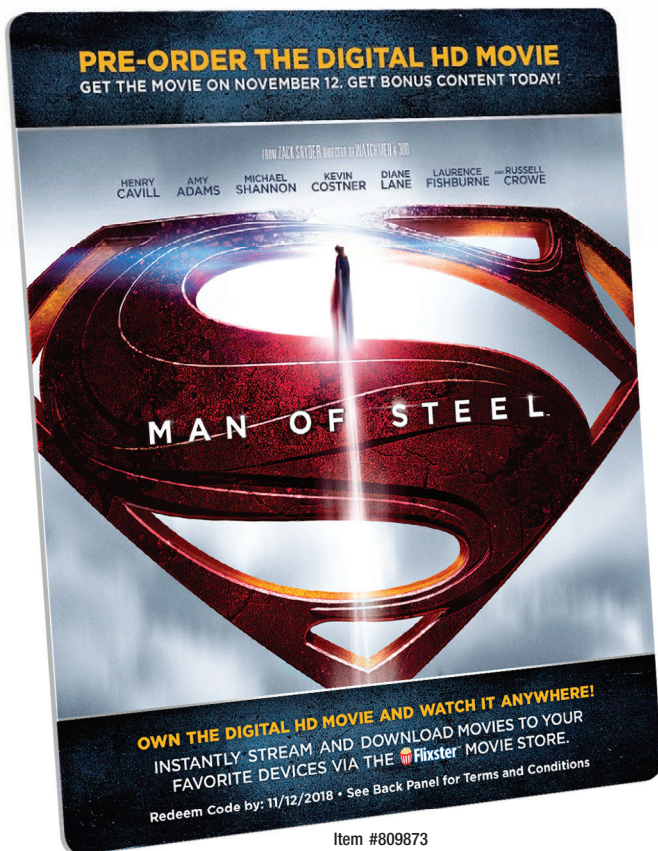
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LAURENCE FISHBURNE ANTEJ TRAUE AYELET ZURER CHRISTOPHER MELONI AND RUSSELL CROWE COSTUMES DESIGNED BY JAMES ACHESON MICHAEL WILKINSON MUSIC BY HANS ZIMMER EDITED BY DAVID BRENNER, A.C.E.
PRODUCTION DESIGNER ALEX MCDOWELL DIRECTOR OF PHOTOGRAPHY AMIR MOKRI BASED UPON SUPERMAN CHARACTERS CREATED BY JERRY SIEGEL & JOE SHUSTER PUBLISHED BY DC ENTERTAINMENT EXECUTIVE PRODUCERS THOMAS TULL LLOYD PHILLIPS JON PETERS
STORY BY DAVID S. GOYER & CHRISTOPHER NOLAN SCREENPLAY BY DAVID S. GOYER PRODUCED BY CHARLES ROVEN CHRISTOPHER NOLAN EMMA THOMAS DEBORAH SNYDER DIRECTED BY ZACK SNYDER
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WAREHOUSE ONLY

Dexter

A likeable serial killer

By Chris Powell

LIKE ITS TITLE character, the Showtime series *Dexter* wasn't big on sentimentality during its eight-season, 96-episode run.

All that changed during the final day of shooting, which stretched to 16 hours as cast and crew, all reluctant to say their farewells, lingered on set. It was probably the only time people weren't desperately trying to escape the clutches of a serial killer.

"For everyone on the show it was a rare once-in-a-lifetime experience where you really wanted to come to work," says executive producer Sara Colleton, speaking with *The Connection* from New York a couple of weeks after the final shoot. "You really loved the people you worked with and you are all dedicated to a goal of trying to do your best."

Profane, visceral, unnerving, occasionally laugh-out-loud funny: For eight seasons, *Dexter* was bloody good TV. While its final season was somewhat overshadowed by the cultural juggernaut that was *Breaking Bad*, a new complete-series box set reminds us that when Dexter the man was bad—and he was often very bad—the show bearing his name was very good.

Based on Jeff Lindsay's 2004 novel, *Darkly Dreaming Dexter*, the Showtime series introduced viewers to a one-of-a-kind character: a vigilante serial killer whom audiences actually rooted for.

Its beating heart was Michael C. Hall's standout performance as Dexter Morgan, a monster yearning to be human. It was a performance vastly different from his previous role as undertaker David Fisher in HBO's *Six Feet Under*.

"He's just an amazing actor," says Colleton of Hall, who garnered five Emmy nominations (but no wins) for his portrayal of the blood-spatter-expert/serial-killer. "I can't imagine the show would have ever succeeded without him."

Yet the new box set proves definitively this was a show that relied heavily on its superb supporting cast: Dexter's foul-mouthed sister, Debra (Jennifer Carpenter); Dexter's adoptive father and beyond-the-grave conscience and technical adviser, Harry (James Remar); comic foil Vince Masuka (C.S. Lee); and detective Angel Batista (David Zayas), perhaps the closest thing the distant Dexter has to a friend.

Michael C. Hall (Right) is Dexter, with the regular cast from Season 2.



And then there are the guest stars, who included the good (Jimmy Smits as Miguel Prado, who becomes Dexter's unlikely ally—for a time), the bad (Edward James Olmos and Colin Hanks as Professor James Gellar and Travis Marshall) and the beautiful (Yvonne Strahovski as femme fatale Hannah McKay).

"I think Dexter made the journey he was destined to make, and where he ends up feels natural and right for him."

— Sara Colleton

But it is John Lithgow's Emmy- and Golden Globe-winning turn as Dexter's most formidable rival, Arthur Mitchell (aka the Trinity Killer), in season four that trumps them all. The jaw-dropping season finale, "The Getaway," which surely deserves a place among the greatest TV moments ever, was recently ranked at 22 on *Entertainment Weekly's* list of the top 25 season finales of all time.

The Costco Connection

Dexter: The Complete Series Collection, will be available in most Costco locations November 12.

Fans generally regard season four as the show's high-water mark, but Colleton refuses to be drawn into such a discussion. "I think the first season is absolutely brilliant, I think the fourth season is brilliant and I think the seventh season is brilliant, but it's extremely hard," she says. "You're asking a mother to decide which child is the most handsome."

Dexter ultimately succeeded for eight seasons, an eternity in an era when many shows don't last eight episodes. "After we finished the pilot, we said, 'Well, this really appeals to us, some high-toned critics and a couple of other people,' but we had no idea it was going to hit the way it did," remarks Colleton. "It was so gratifying."

Much of the credit, she says, must go to author Lindsay for creating a truly original character. "Now there are a million variations on Dexter, but it's very hard to create something original," says Colleton. "We owe everything to him. The seeds he planted in that first book, the entire origin story ... were so rich with mythology that we just used that as a springboard for Dexter's exploration of human nature that's taken us effortlessly over eight years."

Dexter's fate was a source of speculation right from the show's first episode; as with so many series finales, the conclusion last September divided audiences. Colleton, though, says she has no quibbles with how the series ended.

"It's the ending I envisioned from the very start," she says. "I think Dexter made the journey he was destined to make, and where he ends up feels natural and right for him."

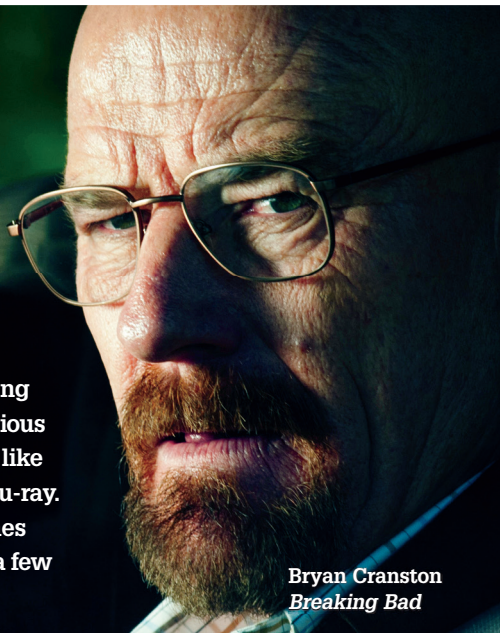
Chris Powell is a freelance writer in Toronto.

No turkeys allowed

Great Blu-ray entertainment for the holidays

Reviews by Steve Fisher

I DON'T KNOW about you, but when I'm in a post-Thanksgiving tryptophan-induced semiconscious state, nothing keeps me awake like a good movie or TV show on Blu-ray. And Costco has some great ones available this month. Here are a few of the titles.



Bryan Cranston
Breaking Bad

▶ *Breaking Bad: The Complete Series* (11/26)

As I write this, the epic series has just concluded and fans are still talking about it. If you're one of the few who doesn't know about this program, it's the saga of Walter White (Bryan Cranston), a chemistry teacher, who, upon learning he has lung cancer, attempts to ensure his wife and teenage son, who has cerebral palsy, are financially set. He does this by cooking meth, and ends up building a criminal empire—not without consequences to the White family and anyone in Walter's wake. The show's creator, Vince Gilligan, says he wanted to show how Mr. Chips becomes Scarface. The show is serialized and should be watched from beginning to end in order—and then watched again and again. From superb writing, to extremely solid acting from the leads to small players, to excellent direction and production values, this show is the epitome of what television can and should be. TV14.

PHOTO: SONY PICTURES HOME ENTERTAINMENT

Three Flavours Cornetto Trilogy (11/19) ▼

British humor is often thought to be overly physical and broad. That's not quite accurate anymore, and three cases in point are available in a box set of comic films known as the *Three Flavours Cornetto Trilogy*. (Cornetto is a brand of ice cream. A particular flavor appears in each film as an on-set joke.)

While they're all genre spoofs and do feature a fair dosage of slapstick, they are also imbued with sly wit and, perhaps more surprisingly, warmth and poignancy. All three films were written by Edgar Wright and Simon Pegg, directed by Wright, and star Pegg and frequent partner Nick Frost.

• **Shaun of the Dead** The title should be an obvious goof for fans of zombie films, in particular *Dawn of the Dead*, one of director George Romero's "classics." Pegg plays Shaun, a man lacking direction in life, who is forced to come into his own while facing issues with his girlfriend, his family and a zombie apocalypse. The Cornetto flavor is strawberry to signify the blood and gore. (It's a comedy, but it's still a zombie flick.) R.

• **Hot Fuzz** In this buddy cop action-comedy, Pegg is Nicholas Angel, a buttoned-up, by-the-book London cop who riles the wrong superiors and finds himself transferred to a quaint, seemingly quiet little British village. Trying to instill some order in the freewheeling town, Angel begins to suspect a nefarious conspiracy behind a string of murders. The ice cream in this movie is the original Cornetto cone in the blue wrapper, said to represent police uniforms. R.

• **The World's End** Pegg again is a hapless loser, who tries to reassemble a group of high school buddies to finally complete an epic pub crawl that ended prematurely 20 years earlier. Returning to their hometown, they realize that things aren't quite the same. While this is a comic riff on alien-invasion films, it's also an affecting look at lost opportunities and friendships. (Green mint chocolate chip is the flavor to represent sci-fi and aliens.) R.

ILLUSTRATION: SHAWN RICHARDS

Monsters University (10/29) ▼

Mike (voice of Billy Crystal) and Sully (John Goodman) are back in this prequel to the monster hit *Monsters, Inc.*, showing how the two met in college and weren't exactly fast friends. Other celebrity voices include Helen Mirren, Steve Buscemi and Sean Hayes. A treat for the entire family. G.



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Also available are *Damages: The Complete Series* (10/28), *The Hobbit: An Unexpected Journey Extended Edition* (11/5), *Red 2* (11/26) and many other entertaining movies and TV shows. [A]



Tablet or smartphone?

Scan or click here to watch a short preview of *The World's End*. (See page 5 for scanning details.)

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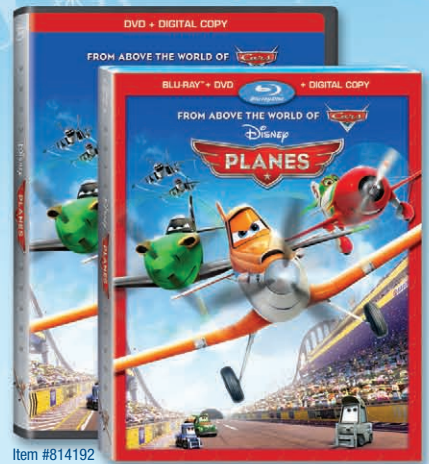


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Available late November

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Let the
games
begin

CHRIS A. RUSNAK

Previewing this year's hottest video games

WARNER BROS. STUDIOS

By Steven L. Kent

IF YOU'RE LOOKING for a stocking stuffer for Christmas, here's a suggestion: Try one of the hot new video games that have been released for the holidays. Here's a look at this year's lineup, available at your local Costco warehouses and online at Costco.com.

As its name suggests, *Battlefield 4* is all about warfare. It's a fast-paced, multi-player combat simulation that's kept gamers coming back as it has moved from World War II to modern warfare over four iterations. (Rated M; available for PlayStation 3 and Xbox 360)

In the world of games, though, the real veteran is *Call of Duty*. The 10th game in this iconic series, titled *Ghosts*, doesn't need a number—the *Call of Duty* label says it all. *Ghosts* features both a single-player storyline, in which elite units defend a beleaguered U.S. from invasion, and multi-player battles. (Rated M; available for PlayStation 3 and Xbox 360)

Batman: Arkham Origins, a top contender for game of the year, is the third Arkham-based Batman game and the 30th game to feature Gotham's Dark Knight. This one is

special. Along with single-player missions, *Origins* lets players join Batman, the Joker and Bane in multi-player battles. (Rated T; available for PlayStation 3 and Xbox 360)

People wishing to be on the wrong side of the law may prefer *Assassin's Creed IV: Black Flag*, in which players become treasure-hunting, enemy-assassinating, animal-trapping pirates. (Rated M; available for PC, PlayStation 3 and Xbox 360)

Fortunately, not all popular games are about guns and gore. *Just Dance 2014*, the latest in this series of popular dancing games, comes out with more than 40 hot tracks. (Rated E10+; available for PlayStation 3, Xbox 360, Wii U and Wii)

Skylanders SWAP Force lets players use real-world action figures in kid-friendly video-game adventures. The game comes bundled with a special "Portal of Power" attachment that translates *Skylander* figurines into on-screen avatars. *SWAP Force* is the third game in this successful series. (Rated E; available for 3DS, PlayStation 3, Xbox 360 and Wii)

The Costco Connection

Costco and the Call of Duty Endowment have teamed together to create an exclusive *Call of Duty: Ghosts* bundle that includes both the game and a military dog tag that the Endowment is marketing to raise funds for unemployed veterans.

Disney Interactive Studios has come out with a similar game, *Disney Infinity*. It gives *Skylanders'* formula Hollywood appeal by adding characters from such Disney movies as *The Incredibles*, *Monsters University* and *Pirates of the Caribbean*. *Skylanders* may have pioneered the action-figure/video-game interface, but there's no ignoring the likes of Disney's Sully, Mr. Incredible and Jack Sparrow. (Rated E; available for 3DS, PlayStation 3, Wii, Wii U and Xbox 360) [C]

For more work by novelist and video gamer Steven L. Kent, visit www.SadSamsPalace.com.



Skylanders
SWAP Force

ACTIVISION



Call of Duty: Ghosts



Tablet or smartphone?
Scan or click here for a video
preview of *Just Dance 2014*.



Battlefield 4

ELECTRONIC ARTS



Batman: Arkham Origins

WARNER BROS. STUDIOS



Assassin's Creed IV: Black Flag

UBISOFT

Taylor made

How a fledgling business became an industry leader

By Will Fifield

IF YOU GO to a reputable guitar store today, you'll likely see Taylor guitars hanging in the top-tier section, territory also occupied by instruments made by Larrivee, Breedlove, Gibson, Martin and others. Longtime rockers such as Mick Jagger and Neil Young play Taylor guitars, as do a myriad of younger artists such as Taylor Swift and Zac Brown.

While it's no industry secret that Taylor makes a first-rate product, the company's David-and-Goliath business story is not as well known. Company founders Bob Taylor and Kurt Listug, both Costco members, are the only American luthiers in the past 100 years to take an acoustic guitar company from a two-man shop to a production-level manufacturer without relinquishing ownership or creative control. Today the company employs more than 700 people, producing hundreds of quality instruments daily that range from about \$300 to \$20,000, and beyond.

Scrappy upstarts

The Taylor Guitars story began in 1974, when Taylor and Listug borrowed money from family and friends to purchase the guitar shop they had both been working for. At the time, Gibson and Martin had dominated the

high-end acoustic guitar market for more than a century, and smaller companies, such as Alvarez, Washburn and Takamine, had the entry- to mid-level end of the industry covered with quality instruments as well.

"We were very young," Listug says. "I was 21, Bob was 19.... We struggled for years, almost going out of business a number of times, but the thing that kept us going was this: We were already doing exactly what we wanted to do. If we had quit, it would have been to do something we weren't excited about. So we continued. And the small successes along the way were enough to give us hope, to keep going."

Tenacity aside, Taylor Guitars succeeded because innovative product designs and commitment to research and development, and because of Taylor and Listug allowed their company's vision to evolve as it grew.

Some of the company's innovations weren't well received initially. For instance, Taylor, a whiz at all things shop-related, designed necks

that bolted on to the guitar body. This feature was controversial because quality acoustic guitar necks had been fastened via wood joinery since anyone could remember. But the resulting stir provided an early business lesson.

"You can never fight an uphill battle unless you're convinced of the cause," he tells *The Connection* via phone from his factory in El Cajon, California. "I found a more modern way to connect a neck to a guitar body and I didn't buy into the negativity surrounding my design. Now our necks are revered. Repairmen love them, and lots and lots of factories use similar joints."

Growing pains

Another fork in the road came in the 1980s, when Taylor and Listug decided to use computer technology, lasers and other high-tech tools and machinery to produce their guitars. "There are a lot of people who are better craftsmen than I am, but one thing that has really helped our company become successful is my imagination," says Taylor. "My ability to jump into this craft and then think outside the box has slowly enabled us to migrate our factory from making guitars with chisels and saws to building them with high-technology equipment—without losing the

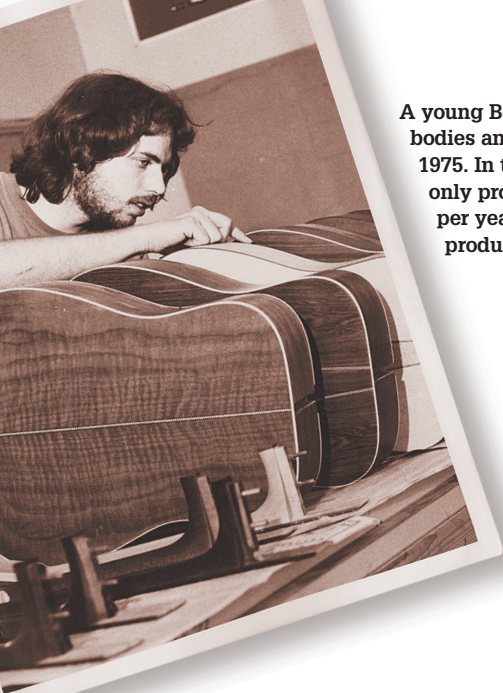
ALL PHOTOS COURTESY TAYLOR GUITARS



Bob Taylor



Taylor Guitar co-founders
Bob Taylor (left) and Kurt Listug



A young Bob Taylor inspects guitar bodies and necks on his workbench in 1975. In the early years, the company only produced a handful of guitars per year. At present, the company produces 500 guitars per day.

One benefit Taylor Guitars now enjoys because the company grew bigger is that it has bigger research-and-development budget. Listug says the company now explores three to five project guitars at a time, in order to bring something special to the market.

In recent years, for example, Taylor has added the top-selling GS Mini, a travel-sized guitar leading its class with its diminutive size and extra projection, and the Grand Orchestra; the company's big-bodied guitar with an equally big yet balanced voice. Taylor even commissioned a limited run of ukuleles.

The future is bright

Taylor Guitars' innovative designs, commitment to quality, approach to manufacturing and business ethics have drawn a line in the sand, and the company has made its own place in an industry where competitors had edged out others for decades. Each guitar company has its own designs resulting in a signature voice. Pros and amateurs alike are increasingly drawn to the voice and beauty of Taylor Guitars. 🇺🇸

quality of the guitar but rather improving it along the way."

As the company flourished as a result of this decision, Taylor and Listug were determined to build a great guitar company, as well as great guitars. This meant expanding Taylor Guitars so it could produce more guitars to meet the burgeoning demand and provide a good living for its increasing number of employees.

member profile

Company name:

Taylor Guitars

Year established:

1974

Founders:

Bob Taylor and Kurt Listug

Number of employees:

750 total

Product:

Acoustic and electric guitars

Address:

1980 Gillespie Way, El Cajon, CA 92020

Website:

www.taylorguitars.com

Comments about

Costco: "I like the fish department. The ahi is always killer. Costco's produce for the last year or two has been garden fresh. So good. My wife loves the book section. She goes in and doesn't come out. Great selection of wine. I'll buy a bottle here and bottle there, and then when I like one, I'll go back and buy a case of it. I'm partial to Spanish wine."
—Bob Taylor

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Sealed to perfection

Stanley's iconic vacuum bottle turns 100 years old

By Teri Cettina

CHANCES ARE GOOD that when you see Stanley's hammertone green insulated bottle, you immediately think, "My dad had one just like that!" or "My grandparents always took along that thermos when we went camping." In the United States, the Stanley thermos is instantly recognizable—a piece of Americana that ranks right up there with Coca-Cola bottles, denim jeans and plaid wool Pendleton shirts.

"It's a product that's often part of family stories," says Mike Bross, executive vice president for Pacific Market International (PMI), Stanley's parent company. "People write in, unsolicited, and tell us, 'My dad always had hot coffee in a Stanley bottle when we went fishing, and I'm still taking it fishing 30 years later,' or 'My trusty Stanley bottle was always with me when I flew missions in Vietnam.' People have an emotional connection to the product that really honors us." (For more Stanley stories, go to www.stanley-pmi.com/stories/show/type/featured. In honor of its centennial this year, the company donated \$5 per shared story—for a total of \$10,000—to Big City Mountaineers, a youth wilderness mentoring organization.)

Physicist William Stanley Jr. knew he was on to a good thing when he invented the all-steel vacuum bottle 100 years ago, in 1913. However, even he couldn't have predicted just how successful the bottle would become. Stanley, a New York native, initially studied law at Yale University but left without graduating to work in the exciting "new" field of electricity. Over his career, he patented 129 inventions related to electricity and insulation, and helped develop a revolutionary new type of electrical transformer.

While working on his transformer, Stanley invented a new welding process that could be used to insulate a vacuum bottle with steel instead of glass. (Then the prevailing type of vacuum insulation in thermoses, glass had an annoying habit of shattering.) Stanley foresaw incredible potential for his "Stanley Super Vac" technology in consumer and commercial food and bev-

erage storage. He founded the Stanley Insulating Company and, in 1915, began mass-producing the bottle in Great Barrington, Massachusetts.


Stanley died just a year later, and a New York investment company took over the company. By World War II, Stanley bottles were carried by caffeine-fueled B-17 pilots on long missions. The iconic vintage hammertone green was introduced in the 1940s. Over the following decades, insulated Stanley jugs and carafes were used to store and serve beverages on trains, airplanes and ships, and in hospitals and food-service facilities. (Amazing trivia: Stanley containers have even been used for temperature-controlled transportation of human organs.)

By the 1970s, the recognizable green Stanley bottle was also commonly used by construction and other workers.

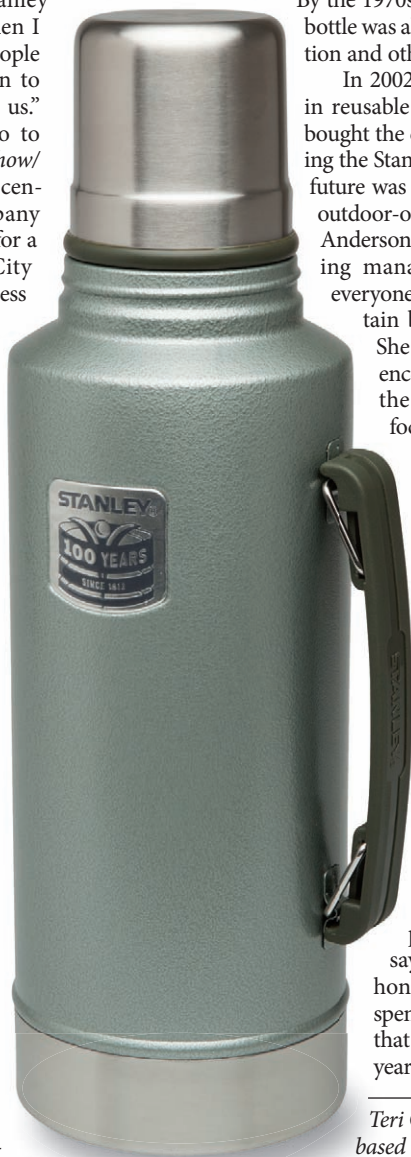
In 2002, Seattle-based PMI, a specialist in reusable food and beverage containers, bought the company and began reinvigorating the Stanley brand. "We realized Stanley's future was in continuing its tradition as an outdoor-oriented brand," explains JoAnne Anderson, Stanley's global senior marketing manager. "Our customers include everyone from campers to hikers, mountain bikers and backcountry skiers."

She says Stanley is strongly influenced by its headquarters location in the Pacific Northwest, a region focused on outdoor adventure.

"Our home base is the traditional camp table. For instance, we're now developing Stanley insulated coolers and metal cooking sets," says Anderson. Another growing area for Stanley is "spirits": The company now offers alcoholic-beverage flasks bearing the classic Stanley badge. You can also find recycled (and recyclable) plastic Stanley food and beverage containers.

"At Stanley, we're obviously very proudly linked to our past, but everything we do is about serving customers today, developing innovative products and looking ahead," says Bross. "In other words, we're honoring our past 100 years, but spending most of our time ensuring that the brand will still be here 100 years in the future." 

Teri Cettina is a Portland, Oregon-based writer.



Tablet or smartphone?

Scan or click here to watch a few family stories that help fill Stanley's century-long history. (See page 5 for scanning details.)



SUPPLIERPROFILE

Name: Stanley®, a brand of PMI

Headquarters: Seattle, WA

Phone: 1-800-251-4535

Website: www.stanley-pmi.com

Number of employees: 212

Products at Costco:

To celebrate Stanley's centennial, the company is offering limited-edition 100th-anniversary bottles (available at Costco in vintage hammertone green and hammertone navy).

Quote about Costco: "We love doing business with Costco because they are able to get our products to consumers at an amazing value. They are as committed to delivering on their promises as we are, and make fantastic partners."

—Rob Harris, CEO
Pacific Market International

Create a tasty *holiday tradition*

Hearty Veggie Frittata

Serves: 6 | Prep Time: 10 minutes | Cook Time: 8 minutes

- 4 tbsp. I Can't Believe It's Not Butter!® spread, divided
- 2 cloves finely chopped garlic
- 4½ cups sliced assorted fresh vegetables, such as zucchini, onions and red peppers
- 1 tsp. dried Italian seasoning*
- 8 eggs
- 1 cup shredded low-fat cheddar cheese, divided



Preheat broiler. Melt 2 tablespoons I Can't Believe It's Not Butter!® spread in a large oven-proof nonstick skillet** over medium heat. Add garlic, vegetables and Italian seasoning; cook until tender. Meanwhile, beat remaining 2 tablespoons spread, eggs and 3 tablespoons water with a wire whisk until foamy, about 1 minute. Stir ½ cup cheddar cheese into egg mixture. Reduce heat to low and stir in egg mixture. Lift set edges of frittata with spatula, tilting pan to allow uncooked mixture to flow to bottom. Cook until almost set. Top with remaining ½ cup cheese, then broil 2 minutes or until golden brown and eggs are set.

*Create your own by combining equal amounts dried parsley, dried oregano and dried basil.

**If oven-proof skillet is not available, before broiling, thoroughly wrap handle of skillet with heavy-duty aluminum foil.

Nutritional Information. Amount per serving: Calories 200, Calories from Fat 120, Total Fat 13g, Saturated Fat 4.5g, Trans Fat 0g, Cholesterol 250mg, Sodium 280mg, Total Carbs 5g, Dietary Fiber 1g, Sugars 3g, Protein 14g, Vitamin A 40%, Vitamin C 80%, Calcium 15%, Iron 10%

Selection varies by location.



with two delicious dishes



Turkey Casserole

Serves: 6 | Prep Time: 15 minutes | Cook Time: 40 minutes



- 4 cups leftover prepared stuffing, divided
- 4 cups coarsely chopped leftover cooked turkey (about 1 lb.)
- $\frac{3}{4}$ cup Hellmann's® or Best Foods® Real Mayonnaise, divided
- $\frac{1}{4}$ cup whole berry cranberry sauce
- 2 cups leftover mashed potatoes
- $1\frac{1}{2}$ cups shredded mozzarella cheese (about 6 oz.)



Preheat oven to 375°F. Spray 8-inch baking dish with no-stick cooking spray. Spoon in 2 cups stuffing, then top with turkey. Combine $\frac{1}{4}$ cup Hellmann's® or Best Foods® Real Mayonnaise with cranberry sauce; evenly spread over turkey. Combine remaining $\frac{1}{2}$ cup mayonnaise, potatoes and cheese in large bowl. Evenly spread on turkey, then top with remaining 2 cups stuffing. Bake 40 minutes or until heated through. Let stand 10 minutes before serving. If desired, garnish with dried cranberries.

Nutritional Information. Amount per serving: Calories 280, Total Fat 110g, Saturated Fat 2.5g, Trans Fat 0g, Cholesterol 50mg, Sodium 710mg, Total Carbs 24g, Dietary Fiber 3g, Sugars 3g, Protein 20g, Vitamin C 4%, Calcium 20%, Iron 8%

Selection varies by location.

Also terrific with Hellmann's Light® or Best Foods® Light Mayonnaise.



Recipes for these delicious gift dishes are at right.

IRIDIO PHOTOGRAPHY

Always in good taste

Homemade gifts for the holidays

By Marcy Goldman

IS THERE SUCH a thing as a perfect gift? The sort of gift that is guaranteed to fit, is just the right color and style, and is sure to bring an instant smile of joy? Absolutely! The perfect gift is something special made with your own two hands in your own kitchen. Wrapped up with care, creativity and generosity, a homemade food gift trumps almost anything else because it expresses your special signature and creativity.

Judith Choate, a Costco member, James Beard Award-winning chef and cookbook author, recalls how, once upon a time, many holiday gifts were homemade. "Cookies, especially shortbread, pickles, preserves, candy, peanut brittle and wonderful caramels" were part of the bounty that came out of her kitchen. Her recipe for Never-Fail Fudge, included

here, is just one sumptuous sample of what you can create for your own holiday gifts.

It is not difficult to find recipes that are quick and easy, sweet or savory, and produce a substantial yield, so that an hour or two in the kitchen will result in enough gifts for many people in your circle. These are just the sort of gifts that suit family, close friends and co-workers. They also make great thank-you gifts for almost anyone, and smaller versions

The Costco Connection


Costco carries many ingredients for creating the perfect homemade gift, along with wrapping accessories. Not enough time to create one yourself? See page 26 for ready-made gift-basket ideas.

make great stocking stuffers.

Just think how much time you would have to spend combing the mall to find even three presents that suit. Instead, you can stay at home and cook up something delectable and sure to please. Going homemade pares down the budget and is also fun and relaxing.

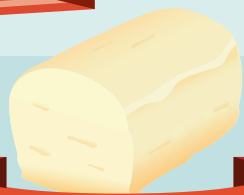
What can you make? The sky's the limit: gourmet baking mixes, infused vinegars and vodkas, flavored honeys, spiced nuts, flavored teas and a great keeper, biscotti. Have a favorite recipe for date nut loaf, lavender tea or heirloom sugar cookies? It's a perfect time to haul out your family food traditions and share them. Include a copy of the recipe on a pretty card as a bonus for a gift that keeps on giving.

When it comes to packaging the treats, look for interesting wrapping paper, tins, glass jars, ribbons, tags and packing materials. Homemade doesn't have to look homespun. The trick is to offer a taste of home with a bit of professional glitz and the warmth of your craftiness.

A food gift is something everyone can relate to, appreciate and enjoy. Moreover, when it's homemade, it not only says you took time to be thoughtful, but the recipient gets the bliss of something with wholesome goodness, unique flair and, as Choate remarks, "a little bit of your heart and soul." 

Marcy Goldman is the host of BetterBaking.com and author of When Bakers Cook (Create Space, 2013, not available at Costco).

Simple, tasty recipes for gifts (or for yourself!)



Herbed Cheese in a Crock

Courtesy of Marcy Goldman. This oil-and-herb-laced goat cheese is both easy and gourmet. It makes a perfect hostess gift, especially when paired with a box of fancy crackers and a bottle of wine.

1½ pounds white goat cheese such as feta or chèvre, cut in ½-inch cubes
Juice of 1 lemon
1 tablespoon dried basil
1 tablespoon dried parsley
1 tablespoon dried oregano
Salt to taste
2 tablespoons cracked black peppercorns
4 to 6 garlic cloves, finely minced
1 cup canola oil
¼ cup extra-virgin olive oil

In a clean 16-ounce jar (such as a Mason jar or a decorative jar), gently toss the cubed cheese with the herbs, lemon juice, salt, pepper and garlic. Drizzle the oils over the top to cover the cheese. **Refrigerate for 3 to 4 days.**

To serve, remove the cheese, letting the excess oil drizzle off into the jar. Serve with organic sourdough, French or multigrain bread, wheat crackers or vegetable crudités. **Makes 3 to 4 small (half-pint) Mason jars, depending on how tightly the cheese is packed.**



Never-Fail Fudge

From *An American Family Cooks*, by Judith Choate (Welcome Books, 2013, not carried at Costco), courtesy of Costco member Judith Choate

12 ounces bittersweet chocolate, in bits or chips or a block chopped into small pieces
2 cups toasted walnuts or pecans (optional)
10 tablespoons unsalted butter, cut into pieces, at room temperature
1 tablespoon pure vanilla extract
20 large marshmallows
4 cups sugar
2 (5-ounce) cans evaporated milk

Lightly butter a 6-cup baking pan (square or rectangular) or a platter. Set aside. Combine the chocolate with the nuts, butter and vanilla in a large heatproof mixing bowl. Set aside.

Combine the marshmallows and sugar in a heavy-bottomed stockpot. Stir in the evaporated milk and place over medium heat. Stirring constantly, bring to a boil. Continuing to stir, boil for 6 minutes.

Remove mixture from the heat and pour the hot marshmallow mixture into the chocolate mixture. Beat vigorously until the fudge is creamy. Scrape the fudge into the prepared pan or platter. Spread the fudge evenly with the back of a spoon.

Cool at least 1 hour before cutting into small squares. Store, in layers separated by wax paper, for up to 1 week or, refrigerated, for up to 3 weeks. Bring to room temperature before serving. **Makes about 2 pounds.**



Cranberry Almond Gourmet Granola

Courtesy of Marcy Goldman. An exquisite gourmet granola blend is great as cereal or a snack. Toasting the oatmeal, nuts and sunflower seeds adds flavor.

4 cups toasted malt flakes or other cereal flakes
1½ cups toasted old-fashioned oatmeal
½ cup toasted sunflower seeds
1 cup dried cranberries, coarsely minced
½ cup dried sour cherries, coarsely minced
½ cup dark raisins
¼ cup dried dates, finely minced
¼ cup dried minced mango or apricots
¼ cup toasted slivered almonds
¼ cup dried sweetened coconut
2 teaspoons pure vanilla extract

In a large bowl, toss together all of the ingredients. Pack into jars or sealable gift bags. Store in a dry place. **Makes 5 to 6 cups.**



Clementine Marmalade

Courtesy of Marcy Goldman. Place this in a basket with some English muffins for a cozy winter gift.

3 pounds clementines (mandarin oranges)
2 lemons
16 cups cold spring water
9 cups sugar

Wash the clementines and lemons well. Cut them in half from stem to flower end, leaving the peel intact. If the fruits are very small, leave whole and slice as thinly as possible. Remove seeds. Soak sliced fruit in the 16 cups of cold water overnight.

Next day, simmer the clementines, lemons and water in an open kettle over low to medium heat, until the peel is tender and mixture has reduced somewhat, about 15 minutes. Add sugar and stir.

Cook over low to medium heat until fruit reaches gel stage, about 30 to 45 minutes or 220 F on a candy/jelly thermometer, and mixture appears thickened.

Remove the pot from the heat just as the marmalade seems ready (this might be a few minutes before the soft-ball stage; the mixture will continue to cook after being removed from the stove).

Allow the marmalade to stand for 1 to 2 minutes, then ladle into sterilized jars. Process in a boiling water bath for 15 minutes. **Makes about 7 to 10 small (half-pint) Mason jars.**



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*Based on 52 Week Unit Sales of Gummy Vitamins, Nielsen All Outlet Data Thru Mar '13

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Item numbers vary.

Ocean Spray cranberries are used in hundreds of products worldwide.

Crazy about cranberries

Ocean Spray is a company of dedicated growers

PHOTOS: COURTESY OCEAN SPRAY CRANBERRIES, INC.

By Tim Talevich

IN 1930, THREE cranberry growers in Massachusetts set out to solve a problem that faced their industry. There was a good market for fresh cranberries, but what could be done with the berries that didn't quite meet the standards to be sold as fresh?

The answer: cranberry sauce. And to market this new product, the entrepreneurs formed a cooperative called Ocean Spray. Still based in Massachusetts, Ocean Spray today has become a \$2.2 billion company with more than 700 cranberry and grapefruit growers in the United States, Canada and Chile. The company's product line has expanded from that first sauce to pure cranberry juice, blended juices, energy drinks, Craisins dried cranberries and a variety of other goods, all tapping the cranberry's unique taste and healthful attributes.

The co-op business model

Ocean Spray's growers, many of whom have been part of the company for several generations, are also the company's shareholders. They agree to sell their crops at a set price in exchange for support provided by the corporation, such as marketing, information on best growing practices, strategic industry updates and more.

For the Hatton family in Grayland, Washington, being an Ocean Spray grower is a matter of stability. Don and Wendy Hatton have been growing cranberries on their coastal farm since 1972. Their two grown sons now own bogs on the same road. Altogether, the Hattons have 47 acres under their care.

Most of their neighbors are part of Ocean Spray, but some instead have remained independent, each year taking their chances on the open market when it comes to selling their crop. In some years,

the independents get a higher price for their berries, Don explains. But over time, belonging to the cooperative is a smart business decision, he says.

"The co-op is really made for growers like us, I believe," Hatton tells *The Connection*. "If we were forced to go to market on our own, we would struggle. While they may not have for us each year absolutely the best price, I know each year I have a place that's going to take my fruit and that they will market it for what they can get."

Wendy adds that it's a matter of pride. The family has invested their lives in their crops, and it's important for them to know that each year their berries will be processed with the highest standards of quality, whether it's for juice, sauces or the fresh berry market.

The co-op is really made for growers like us.

—Don Hatton

"It's the combination of getting a fair market price for their fruit, coupled with whatever dividend they get from the profitability of the traditional branded company, that creates the value to membership in the cooperative for them," says Randy Papadellis, Ocean Spray president and CEO.

A history of innovation

Just a few years after Ocean Spray introduced its first canned product, cranberry sauce, it came out with its next item: cranberry juice. Innovation has driven the company ever since, from blended juices such as Cran-Apple, introduced in 1963, to the first juice boxes. "Innovation has been our history

SUPPLIER PROFILE

Name: Ocean Spray Cranberries Inc.

Employees: 2,000 employees, 700-plus growers

Address: One Ocean Spray Drive, Lakeville-Middleboro, MA 02349

Phone: 1-800-662-3263

Website: www.oceanspray.com

Products at Costco: Ocean Spray Craisins, Kirkland Signature™/Ocean Spray 100% Cranberry Juice or Ocean Spray Cranberry Juice Cocktail (depending on location)

Comments about Costco: "We have worked very hard to partner with Costco to create a symbiotic relationship between one of the world's largest retailers and the world's largest cranberry company to bring innovation and new products to its members."

—Randy Papadellis
Ocean Spray president and CEO

for the last 80-plus years," says Papadellis.

Perhaps the best example is Ocean Spray's Craisins dried cranberries. During the process of making cranberry juice, the leftover berry hulls were worthless—in fact, the company had to pay cattle farmers to haul them away to be used as feed. But company researchers found that reinfusing the hulls with juice, then drying them, created a tasty snack.

"The business started as a small 15-million-pound business in the early 1990s and is now a 200-million-pound business sold globally both at retail under the Craisin brand as well as to the industrial segment as a key ingredient to about 800 other food items around the world," says Papadellis.

And next? Cranberries have been shown to act as a natural antibiotic and have other health benefits. Ocean Spray is researching how to harness those benefits for use in other innovative products. ☐



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 Generous dash ground black pepper

2 stalks celery, coarsely chopped
 1 large onion, coarsely chopped
 1 pkg. (14 oz.) Pepperidge Farm® Herb Seasoned Stuffing

1. Heat the broth, black pepper, celery and onion in 3 qt. saucepan over medium-high heat to a boil. Reduce heat to low. Cover and cook 5 min. or until vegetables are tender, stirring often. Add stuffing and mix lightly.
2. Spoon stuffing mixture into a greased 3 qt. shallow baking dish. Cover the baking dish.
3. Bake at 350°F 30 min. or until stuffing mixture is hot.

Tip: For crunchier stuffing, bake stuffing uncovered.



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Selection varies by location.

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#WHYICOOK

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Mashed potatoes

By Hana Medina

MASHED potatoes are a longtime Thanksgiving and cold-weather staple. However, families tend to prepare the recipe to prepare the recipe the same way every time. You can quit celebrating Groundhog Day and turn this side dish on its head with a few new variations, courtesy of Costco suppliers and members. [H]

What's old is new again for the holiday season

GAYVORONSKAYA_YANA / SHUTTERSTOCK.COM

► Caramelized Shallot and Goat Cheese Mashed Potatoes

2½ pounds potatoes

Salt

4 tablespoons unsalted butter, divided

½ cup heavy cream

3 large shallots, thinly sliced

4 ounces goat cheese, brought to room temperature

½ teaspoon salt

¼ teaspoon white pepper

Peel and quarter the potatoes. Place in a large pot and cover with cold water. Add about 1 teaspoon of salt, bring to a boil and cook for 10 to 15 minutes or until the potatoes are tender when pierced with the tip of a knife.

While the potatoes cook, place 3 tablespoons of the butter in a microwave-safe glass measuring cup or bowl. Add the heavy cream and microwave on medium-high (70 percent) until the butter is melted and the cream is hot, about 1½ minutes.

Melt the remaining tablespoon of butter in a skillet over medium heat. Add the sliced shallots and cook until soft and golden brown, about 5 to 7 minutes. Set aside.

Drain the potatoes and return to the pan for a minute or two to evaporate all of the water. Transfer to a large bowl, and add the butter-cream mixture and goat cheese. Whip with an electric mixer on slow speed until smooth. Add ½ tea-

spoon salt, white pepper and caramelized shallots. Taste and adjust the seasoning as needed. Transfer to a serving dish. **Makes 6 servings.** *Recipe courtesy of Costco member Lynne Webb from My Gourmet Connection (www.MyGourmetConnection.com).*

► Bacon, Ranch and Cheddar Mashed Potatoes

2½ pounds russet potatoes, peeled and cubed

½ cup (1 stick) unsalted butter

1 cup warm milk

½ teaspoon garlic salt

½ teaspoon freshly ground black pepper

1 teaspoon dry ranch dressing seasoning

1½ cups shredded cheddar cheese, divided

2 cups cooked, crumbled bacon pieces

Boil cubed potatoes for 10 to 15 minutes, or until fork tender. Drain and place into the bowl of a stand mixer. Add butter, milk, garlic salt, pepper, ranch seasoning and ½ cup of shredded cheese. Mix until just combined. Transfer potatoes to a large Dutch oven or pot over medium heat. Top with remaining shredded cheese and close lid for 3 to 5 minutes to melt cheese. Remove lid and serve with crumbled bacon on top. **Makes 8 servings.**

Recipe courtesy of Costco member Jenny Flake of Picky Palate (picky-palate.com).

► Chipotle Mashed Potatoes

3 medium (5- to 6-ounce) yellow potatoes, cubed (peeling optional)

6 tablespoons nonfat milk

6 tablespoons shredded Monterey Jack cheese

1½ teaspoons minced canned chipotle peppers in adobo sauce

½ teaspoon ground cumin

2 tablespoons chopped fresh cilantro

Salt and pepper

Boil cubed potatoes in water or reduced-sodium broth until fork tender. Drain, then shake potatoes over low heat 1 minute to dry. Mash with potato masher or fork. Mix in milk, cheese, peppers, cumin and cilantro. Season with salt and pepper. **Makes 4 servings.**

Recipe courtesy of MountainKing Potatoes.

► Roasted Artichoke Heart Mashed Potatoes

3 pounds red potatoes, quartered

1 large red onion, in ½-inch dice

2 (14-ounce) cans artichoke hearts packed in water, drained

3 tablespoons olive oil

1 tablespoon dried oregano

1 tablespoon dried thyme

1½ cups chicken or vegetable stock, or the water from the artichoke hearts, warmed

Salt and pepper to taste

Preheat oven to 450 F. Place potatoes, onion, artichoke hearts, olive oil, oregano and thyme on a large baking sheet or roasting pan. Toss ingredients with your hands to evenly coat all of the vegetables. Roast vegetables for 25 to 30 minutes or until soft and fragrant. While vegetables are still hot, carefully transfer them to a large saucepot using a spatula. Add warm stock and carefully whip the roasted vegetables until light and fluffy, or to desired consistency. Salt and pepper to taste. **Makes 8 servings.**

Recipe courtesy of Manuel Villacorta, author of Peruvian Power Foods (Health Communications Inc., 2013).

Tablet or smartphone?

Scan or click here for a video recipe for Mashed Potato Cakes, courtesy of Catherine McCord, blogger at weelicious.com and author of *Weelicious Lunches* (William Morrow Cookbooks, 2013, not carried at Costco). (See page 5 for scanning details.)

JAN GOTTFELD / SHUTTERSTOCK.COM

The Costco Connection

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Goat Cheese & Apple Appetizer

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An elegant taste sensation—**Carr's® Table Water® Crackers** topped with tangy goat cheese, juicy apple slivers, savory bacon pieces, sweet honey, and freshly ground black pepper.

Ingredients

- 1 medium red or green apple, cored and cut into thin slices
- 1 log (10.5 oz.) Kirkland Signature™ Goat Cheese
- 28 Carr's® Table Water® Crackers**
- 7 slices of bacon, crisp-cooked, drained and cut into 1- to 1-1/2-inch-long pieces
- 3 tablespoons honey
- freshly ground black pepper

Directions

1. Cut each apple slice in half. 2. Cut goat cheese into 7 slices. Cut each slice into quarters. Top each cracker with one piece of cheese and two to three pieces of apple. Place one bacon piece on top of each. Place on serving platter. 3. Drizzle a little honey on each stack. Sprinkle with pepper. Serve immediately.

Wine Pairing:

Kirkland Signature
Non-Vintage Brut
Champagne



▶ Scan or click this ad or 'like' Costco on Facebook for more Carr's holiday recipes (see page 5).

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ROBINO PHOTOGRAPHY

**Wine and cheese
are a wonderful match
for the holidays**

Perfect pairings

By Annette Alvarez-Peters

IT'S THAT festive time of year when party Evites start to roll in and calendars fill up with holiday gatherings. Personally, I enjoy hosting get-togethers as much as I like attending them. Whether it's for a small crowd of six or a house full of people, Costco members will find a wonderful selection of wine and a variety of cheeses available at Costco to get the party started.



ROBINO FIELD

Similar to our fine wine department, we have a fantastic selection of fine cheese from around the world. Cheese and wine are made for each other, and experimenting with different combinations is part of the fun.

Balance is the key

When choosing wine and cheese combinations, the goal should be to enhance the flavor of both. Balance is key—one should not overpower the other. Traditionally, white wines pair better with mild or soft cheeses, whereas red wine matches well with hard, strong-flavored cheeses.

A classic pairing is a soft, creamy goat cheese with fresh, tangy flavors and a lovely, refreshing Sauvignon Blanc from New Zealand or Sancerre. If you are in the mood for a lighter-style fruity Beaujolais or a fruit-forward Washington state Merlot, a mild sheep cheese is a particularly good match. The nutty, fruity flavors of P'tit Basque complement these light wines perfectly.

Pairing a hard cheese, such as a Comte,

with slightly sweet, nutty flavors, and an earthy, fruit-driven Pinot Noir is another crowd pleaser. If you are seeking the perfect partner for Stilton or a similar style—a blue cheese with bold, strong flavors—a rich and intense port will not let you down.

Cheese and wines from the same region often form terrific combinations. For example, a hard, dry Parmigiano-Reggiano, from Italy, pairs magnificently with a rich, structured Brunello di Montalcino or a Barolo. One of my all-time favorite pairings is Manchego, a sheep's-milk cheese from Spain, and a Rioja Tempranillo with notes of earth and minerality. For fun, try adding a handful of Marcona almonds and *jamón* to this cheese board.

Additionally, a chilled glass of French Champagne is delightful with mild, creamy, rich Kirkland Signature™ French Brie.

Additional delicious touches

To complete the setting, you'll need a few extras to go along with your cheese platter and

wine. I like crusty French baguettes—they're simple enough to not interfere with the cheese flavors. Adding fruit will bring color and dimension to your plate. Try Asian or Bosc pears, blackberries, strawberries and figs.

It's best to serve your cheese at room temperature. Remove it from the refrigerator 30 to 60 minutes prior to serving for the full flavors to be present. Whether you choose three or four cheeses for a small gathering or four to eight types for an open-house party, arrange your cheeses from mild to strong and label each for your guests. Moreover, you may want to serve each cheese with its own knife.

You are now on your way to throwing a great party. It's time to send out the Evites, peruse the fine cheese selection at Costco and stop by the wine department. Why not make it interesting by asking your guests to bring their own favorite wine and cheese combination? Either way, you will be with family and friends, tasting through different combinations to find out what pairings work best for you.

Cheers! ☑

Annette Alvarez-Peters oversees Costco's beer, wine and spirits program.

Wine and cheese at Costco

Costco carries a selection of fine domestic and imported cheeses in all warehouses. You'll find these highly regarded wines that match perfectly with them at select Costco locations:

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Kirkland Signature Champagne Brut, Champagne, France

Item #942108

Kim Crawford Sauvignon Blanc, Marlborough, New Zealand

Item #296058

Chateau Ste. Michelle Indian Wells Merlot, Columbia Valley, Washington

Item #160933

Erath Pinot Noir, Oregon

Item #5426

Palacios Remonda La Montesa Crianza, Rioja, Spain

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The “joy” in cheese

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Fresh Mozzarella Panini

- 1 tablespoon** artichoke pesto
 - 2 slices white Italian bread** or a French baguette
 - 3 slices BelGioioso Fresh Mozzarella**
 - 2 roasted Roma tomato halves**
 - 2 fresh basil leaves**
 - 2 thin slices of prosciutto**
- Spread artichoke pesto on one side of each slice of bread. Fill sandwich with mozzarella, roasted tomatoes, basil and prosciutto. Press sandwich in a panini maker and grill until heated through. Serve immediately. Makes 1 serving.

BelGioioso founder
Errico Auricchio



By Maria Bellos Fisher

BELGIOIOSO IS A TOWN near Milan, Italy. The name (*pronounced BEL-joy-oso*) means “beautiful and full of joy,” but to Costco members, BelGioioso also means cheese—especially fresh mozzarella and provolone. “We always say, ‘There’s joy in BelGioioso,’” says owner and cheese maker Errico Auricchio.

Auricchio’s been spreading joy since 1979. That’s when he emigrated from Italy to the United States, to expand his family’s century-old cheese business. Auricchio landed in America’s Dairyland—Wisconsin—with two master cheese makers from the old country, some cheese-making equipment and the complete confidence of his family.

Although the Auricchios had a 100-year history of cheese making in Cremona, Italy (near Milan), Errico had to start fresh in the States. “The language was the first obstacle,” he tells *The Connection*, “and there was a different way of doing business. In Italy, you talked to the owner of each grocery store. In America, you had supermarkets.”

In a few years, Auricchio learned the language and was successful enough in selling his product to buy his family’s shares of the business. By that time, the company was selling mild and sharp provolone up and down the East Coast. As the market accepted its products, the company gained the means to produce additional varieties. BelGioioso steadily built its repertoire, and today it makes 25 cheeses, with fresh mozzarella currently the most popular among its customers.

Quality and consistency are the secrets to BelGioioso’s success, Auricchio notes. “For the quality of cheese production, a good supply of fresh Wisconsin milk is ideal. Every farmer is visited daily to pick up his milk, and



Tablet or smartphone?

Scan or click here to see how BelGioioso cheese is made. (See page 5 for scanning details.)

our cheese is produced from that milk each day, the way cheese is made in Italy.”

In the United States, it’s more common to pick up milk every other or every third day, but once milk is refrigerated, he says, its quality is not the same.

The cheese has remained consistent, Auricchio says, but the biggest change the company has made is in packaging. People used to buy cheese in chunks, but now they demand more convenience. “We slice, grate, shred, crumble and shave a variety of cheeses for the convenience of the customer.”

Customer tastes have changed as well, he adds. Americans have historically used cheese in cooking, but now more and more people are eating it on its own. Because of the trend toward table cheese, people want their treats with a little more flavor than before.

The change in tastes allows BelGioioso to sell varieties with distinctive character, such as Crescenza-Stracchino, a small-batch, creamy cheese that’s slightly tangy. “In a few years, I

expect [Crescenza-Stracchino] to be almost as popular as fresh mozzarella,” says Auricchio.

BelGioioso makes every new cheese in response to consumer demand. “Our customers make many requests. We filter them to determine a market need. We make our selection and start experimenting, then we go to Italy to fine-tune the recipes and learn the traditional techniques for producing the cheese,” Auricchio says.

The focus on quality and tradition has paid off. BelGioioso cheeses have won many awards, most notably the United States Championship Cheese Contest in 1991, when its Parmesan cheese won Best of Contest from a pool of 500 entries. BelGioioso provolone won first place, Best in Class, in the American Cheese Society contest six times between 1990 and 2012.

Bring these award-winning cheeses to your table, try a recipe with fresh mozzarella or provolone (more on the BelGioioso website) and taste a legacy of Italian tradition. ☑

Maria Bellos Fisher lives in Washington state and writes about business, food and parenting. You can read her blog at www.mariabellosfisher.com/blog.

SUPPLIERPROFILE

Company name: BelGioioso Cheese Inc.

Founder: Errico Auricchio

Date founded: April 1979

Number of employees: 450

Phone: 877-863-2123

Website: www.belgioioso.com

Email: info@belgioioso.com

Products at Costco: Sliced Mild Provolone, Fresh Mozzarella, Gorgonzola, Romano, Mascarpone, American Grana, Parmesan, Asiago, Fontina.

Comments about Costco: “We have been working with Costco for 20 years now. We want to be selling cheeses to them for another 120 years.”—Errico Auricchio

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No time to make it? *Fake it!*

BRENT HOFACKER / SHUTTERSTOCK.COM

By Deborah Herlax Enos

RECENTLY, WHILE preparing to make my famous Kale Caesar Salad for a group of friends, I realized that I didn't have all of the ingredients for the dressing—and my guests had already arrived! I needed to improvise. I did have a bottle of store-bought Caesar salad dressing in my refrigerator.

Since I didn't have the ingredients to make it, I decided to fake it.

The fake: In a bowl, add the juice of 1 lemon (about ½ cup of juice) to 1 cup of store-bought Caesar dressing and whisk. It adds a homemade tangy taste while reducing the fat and calories. This means you can enjoy your salad with fewer calories or you can add more dressing without packing on the pounds.

As the One-Minute Wellness Coach, I often try to create healthy recipe “fakes” that my clients can put together quickly, and they taste so delicious and homemade that the few minutes it takes to make them will be well worth the investment. And, with the holidays coming up, I thought you'd appreciate some of my favorite holiday fakes.

Black bean soup: Nutritious, delicious and great for those colder months, but a time-consuming process to make from scratch.

The fake: Add two cans of organic black beans to your blender. Then add 1 cup of low-sodium salsa and blend until its at desired consistency. Too thick? Add some water or low-sodium chicken broth. Transfer the soup to a saucepan and heat. Add 1 tablespoon of taco seasoning or season to taste. If you want to get fancy, add some chopped

cilantro and crumbled tortilla chips.

Garlic-pesto shrimp: Shrimp are easy to defrost and they are fancy enough for a holiday party. The secret is getting that wonderful marinated flavor in a short time.

The marinade fake: Add ½ cup of organic pesto to a glass bowl. Add 2 tablespoons of lemon juice. Chop 3 to 4 cloves of garlic and add to bowl. Stir into the marinade 15 to 20 defrosted shrimp, about two cups. Place the marinating shrimp in the fridge for an hour. Heat a heavy skillet over medium-high heat and add a teaspoon of olive oil. Add



ROSEMARY PHOTOGRAPHY

Deborah Herlax Enos


shrimp and marinade and cook, tossing shrimp. Cook until the shrimp has turned opaque (generally only 2 to 3 minutes). Garnish with chopped parsley. Serves 4.

Frozen veggies: The average American consumes only half the amount of suggested vegetables per day. This recipe fake makes it so easy to add veggies to your meals, that you'll never have another veg-free meal.

The fake: To make frozen veggies taste like fresh, add 4 cups of organic frozen veggies to a Pyrex pan. Drizzle with 1 tablespoon of oil. Sprinkle with 2 tablespoons of organic no-salt seasoning (or your favorite low-salt seasoning). Bake at 425 F for 15 to 20 minutes.

Store your roasted vegetables in the fridge to use throughout the week in soups, pastas and salads.

Dessert: The easiest treat to make is chocolate-covered anything! Use dark chocolate to add some antioxidants.

The fake: Place dark chocolate chips in a microwave-safe bowl. Microwave at 50 percent power for 30 seconds or until melted, stirring until smooth. Dip half of a clean and dry strawberry or sliced banana in chocolate. Place on wire rack to dry. Store in an airtight container in the fridge. 

Costco member Deborah Herlax Enos (www.deborahenos.com) is a health expert.

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References: 1. Data on file. Upsher-Smith Laboratories, Inc; 2013. 2. *Harvard Health Lett.* 2007;July:7. <http://www.health.harvard.edu>. Accessed July 31, 2013. 3. Nielsen Strategic Planner. FDMxWM. 52 weeks ending 12/22/12.

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Left to right: Therapy dog Diva visits with a patient recovering from a car accident; K-9 comfort dog Ruthie; Karen Burns, assistant director of Intermountain Therapy Animals, reads to a student with her rabbit, Clare, at Lone Peak Elementary School in Sandy, Utah; College students receive comfort from the Lutheran Church Charities K-9 Comfort Dogs shortly after the Boston Marathon Bombings.

Connecting
K-9 Comfort Dogs,
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K-9 Disaster Relief,
www.k-9disasterrelief.org

Pet Partners,
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Intermountain Therapy
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therapyanimals.org

Mtn. Peaks Therapy
Llamas and Alpacas,
www.rojothellama.com

Therapy Dogs
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COURTESY SALLY SHIELDS, INTERMOUNTAIN THERAPY ANIMALS

Healing heroes

Animals of all kinds provide therapeutic relief

By Whitney Harrod Morris

COLONEL, A GOLDEN retriever, helped a near-drowning victim wake from her coma. "Colonel had popped up on the chair next to her wheelchair, and he all of a sudden burped. The girl started laughing, which was her first response to outside stimuli," says Costco member Susan Daynes, president of the board of directors for Salt Lake City-based Intermountain Therapy Animals, founded in 1993, who was visiting patients that day at the city's Primary Children's Medical Center.

Animal-assisted therapy, which can include cats, horses and llamas, as well as dogs, positively affects the lives of patients, residents and students at hospitals, nursing homes and schools in the United States and other countries.

Although therapy animals are sometimes confused with service animals that alleviate their own-

Below: Vera, and one of the residents at Learning Services in Riverton, Utah; far right: Rojo the llama visits special needs students in Spanish and life skill classes at Skyview High School in Vancouver, Washington.

ers' disabilities, therapy animals benefit different people in different ways, says Costco member Paula Scott-Ginn, marketing coordinator for Bellevue, Washington-based Pet Partners.

Therapy in hospitals

"We know from a lot of research that stress reduces your immune function and slows wound healing, so anything we can do to reduce stress, especially in someone in a hospital situation, is extremely valuable," says Dr. Brent Bauer, internal medicine physician and director of the Department of Internal Medicine's Complementary and Integrative Medicine Program at Mayo Clinic in Rochester, Minnesota.

Animal-assisted therapy significantly reduces anxiety levels in hospital patients with major depression, according to a 2009 study in the *European Journal of Integrative Medicine*. Additionally, a 2011 study in the *Journal of Cardiovascular Nursing* showed that chronic heart failure patients' ambulation refusal rate decreased from 28 percent to 7.2 percent when they were offered a chance to participate in canine-assisted ambulation (walking).

Janell Keider and her Sheltie-golden retriever mix, Jenna, registered through Pet Partners, visits patients at Children's at Mission Hospital in Mission Viejo, California. To encourage a child to get out of bed and walk, Keider will attach a second leash to the dog, letting the patient hold it. She says, "Jenna will be right next to [the child], wagging her tail, making eye contact."

Reading programs

The Reading Education Assistance Dogs (R.E.A.D.) program, created in 1999, allows



INTERMOUNTAIN THERAPY ANIMALS



LUTHERAN CHURCH CHARITIES

struggling elementary school students to read out loud to dogs, and even rabbits and cats. As the pioneer in animal-assisted reading programs, R.E.A.D., developed through Intermountain Therapy Animals, has about 3,500 handler/animal teams. “[The kids’] heart rates go down; they’re more relaxed and calm,” says Karen Burns, assistant director of Intermountain, who has participated in the program with a Great Dane, a rabbit and now a miniature dachshund. “We had one little gal who stuttered a lot, and as soon as she relaxed, she would not stutter when she read.”

Rio Rancho Public Schools in Rio Rancho, New Mexico, created Tales of Joy R.E.A.D. in 2006. Of the 53 students who participated during the most recent school year, 93 percent showed improved reading test scores from beginning to end of the school year, according to data compiled by Theresa McKinney, Tales of Joy coordinator. “[We would find that] a child who is so shy, two or three months through the program, is animated, wants to talk and looks for books to share with the dog.”

Wide range of pets

Within the 11,000 registered Pet Partners teams, non-canines account for 161 cats; 105 miniature horses, ponies or donkeys; 51 rabbits; 16 birds; 12 rodents; and 8 alpacas or llamas. And nearly 25,000 different animals are registered with Therapy Dogs International, based in Flanders, New Jersey.

“Because llamas are much larger than dogs, they tolerate more restraining hugs,” says Costco member Lori Gregory, president of Mountain Peaks Therapy Llamas & Alpacas in Vancouver, Washington. She handpicks her llamas to ensure laid-back personalities. “Most llamas really don’t want to be hugged and touched all over,” Gregory says. “But the ones we have don’t mind. They’re born with touchable bodies.”

The presence of miniature horses serves as an icebreaker for conversation, especially for nursing home residents who grew up with farm animals, says Costco member Sally Shields, owner of two miniature horses registered with Intermountain Therapy Animals.

If you’re considering therapy work with a cat, give it constant attention, hold it in your lap and take

it on short trips, says Bill Edwards, who owns several cats registered through Pet Partners and Paws for People at St. Hubert’s Animal Welfare Center in Madison, New Jersey. “We find that cats are so gentle,” he says.

Disaster relief

Disaster-relief dogs and their handlers travel to assistance centers and local churches immediately following bombings, shootings and natural disasters. In past years, dogs have provided comfort to victims of the Oklahoma City bombing; Hurricane Katrina; the Sandy Hook Elementary School shooting; Boston Marathon bombings; West, Texas, fertilizer explosion; and Moore, Oklahoma, tornadoes.

K-9 Disaster Relief formed after its founder and CEO, Frank Shane, and his golden retriever, Nikie, spent nine months working at Ground Zero, visiting with victims and rescue workers. Nikie served as a “transitional object,” Shane says. “People wouldn’t respond to me, but they would come up to Nikie and that enabled me, as a board-certified expert in traumatic stress, to then listen, do my work and interface with other mental-health components on the site.”

Sandy Hook Elementary School invited Lutheran Church Charities’ K-9 Comfort Dogs (made up exclusively of golden retrievers) to interact with its students and staff. “Dogs can sense when somebody is hurting,” says Tim Hetzner, president of Costco-member Lutheran Church Charities, based in Addison, Illinois. “When people pet a dog they relax, and many times, for the first time, they will share with the dog what has happened. Part of the healing process for people in crisis situations is to talk about it, and the more they can talk about it, the more they can heal from it.” 🐾

Whitney Harrod Morris recently registered her goldendoodle, Scotch, with her local animal-assisted therapy organization in Louisville, Kentucky.

COURTESY MOUNTAIN PEAKS THERAPY LLAMAS & ALPACAS

The Costco Connection

Owners of therapy animals will find food, treats, healthcare, bedding and grooming items at Costco, and those items as well as crates, gates, kennels, rabbit and chicken coops on Costco.com. Most pet prescriptions can be filled at Costco pharmacies.

“Because llamas are much larger than dogs, they tolerate more restraining hugs.”

—Lori Gregory



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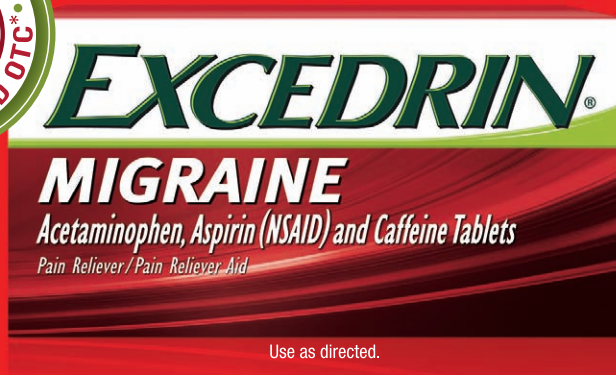
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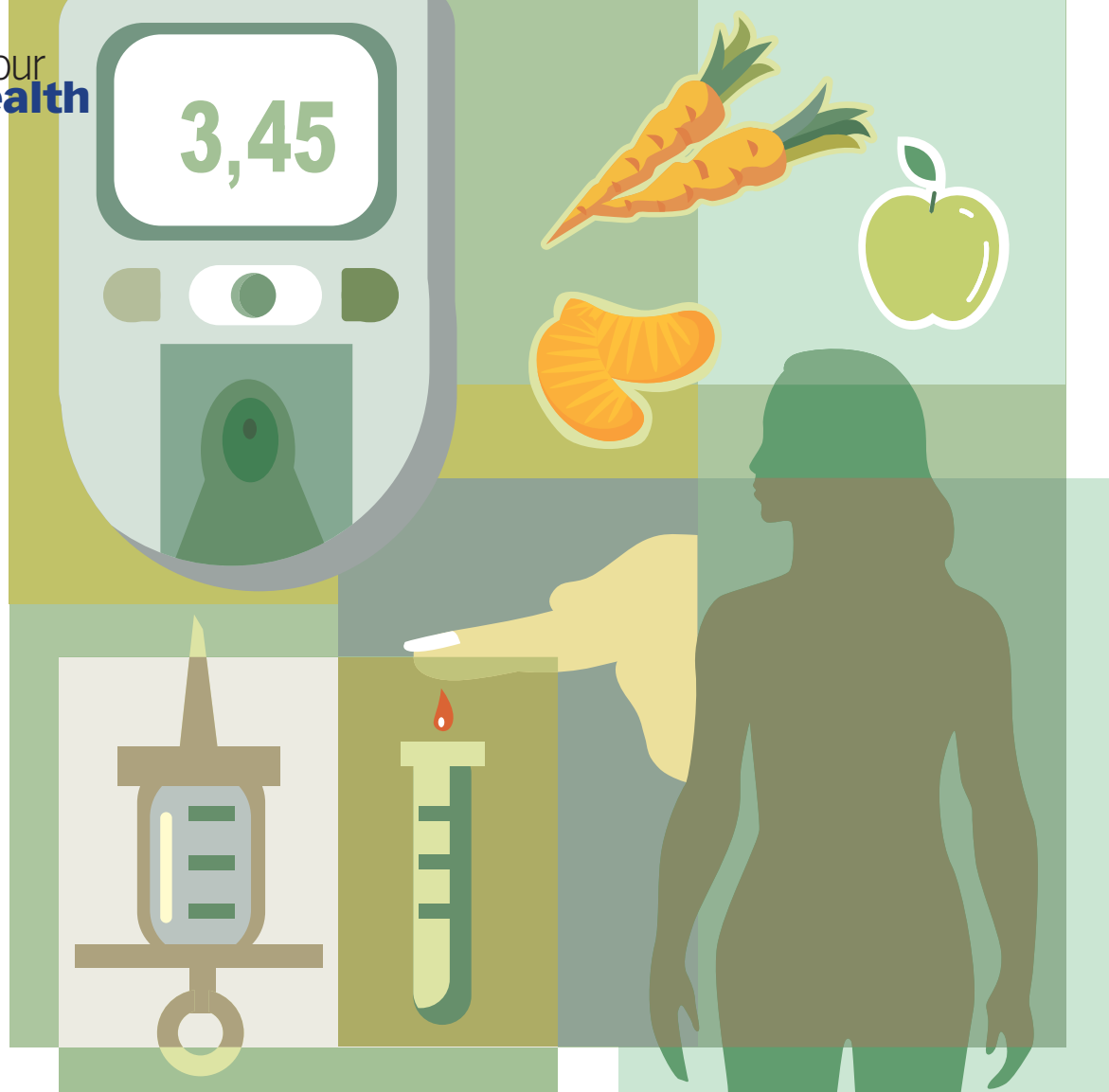
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IMAGEZOO

Diabet-tech

Technology advances help manage and maintain diabetes

By Cheryl Alkon

BEFORE 1921, a diabetes diagnosis was essentially a death sentence. Diabetes happens when the body either stops making insulin (Type 1) or when it uses insulin less effectively than it should (Type 2). Without insulin, the food a person eats is converted into glucose and spills into the body. High blood glucose levels can lead to complications such as eye, cardiac, kidney and/or nerve damage and even death.

However, since 1921, when Frederick Banting and Charles Best discovered insulin, people with diabetes have been able to live long lives. Today, nearly 26 million people in the United States—more than 8 percent of the population—live with diabetes, meaning a significant number of Americans are using insulin, as well as other medications, diet and exercise, to manage their diabetes.

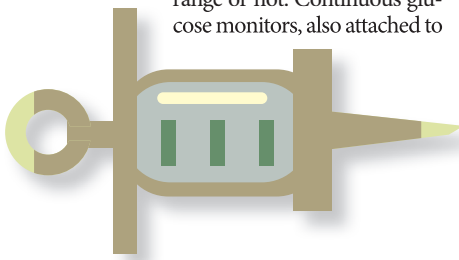
Disease-management challenges

But managing one's diabetes can be a real juggle. Taking insulin requires injections or using a device called an insulin pump that infuses it subcutaneously. The pump attaches to the body and resembles a beeper. Checking blood glucose levels involves obtaining a drop of blood that can be analyzed by a special meter that reads whether levels are in the correct range or not. Continuous glucose monitors, also attached to

the body, give ongoing data about where blood glucose levels are trending. Currently, few of these devices communicate with one another.

There's a lot to keep track of, admits Kimberly Driscoll, an assistant professor at Florida State University College of Medicine in Tallahassee, Florida. Driscoll's research has focused on adherence—how well a person's behaviors correspond with agreed recommendations about diet, exercise and medication regimens from the physician—and insulin pump and blood glucose meter use.

"Whatever makes diabetes management easier for the patient is fantastic, because it's a really burdensome treatment regimen," she says. However, patient education is crucial: "The technology is only as good as the user. You can come up with all the great stuff, but



if people don't use it and use it correctly, it really doesn't make a difference."

Tech trends

Costco member David C. Klonoff, the medical director of the Diabetes Research Institute of Mills-Peninsula Health Services in San Mateo, California, is an endocrinologist who does a lot of work with bioengineered tools to help people with diabetes. He notes several diabetes tech trends: better methods for measuring blood glucose, improvements in insulin delivery, mobile health and the closed-loop system.

Glucose meters are evolving to require smaller drops of blood and are providing more accurate results, while insulin pumps are getting smaller and smarter about telling users how much insulin to take. The ability to communicate wirelessly between devices is also expected to become more common. And products such as heat patches can help get insulin working in the body faster than it currently does.

Mobile health, known as mHealth, is the concept of wearing implanted sensors that can use cloud technology to send messages to smartphones and other devices with instructions on what the patient should do. While the U.S. Food and Drug Administration has approved very few diabetes mobile health devices, Klonoff believes more are coming. "People are increasingly going to want to make decisions while they are on the go based on real-time information," and mHealth can help them do that, he says.

The closed-loop system, which incorporates an insulin pump and a continuous glucose monitor working together without human interaction, is on the horizon, Klonoff states. One area of this research is the Beacon Hill Study, in which Boston researchers are studying diabetes management through people wearing two pumps (one with insulin, one with glucagon, which raises low glucose levels), a continuous glucose

monitor and two iPhones—all communicating with each other.

Real-life solutions

Moira McCarthy, an author and diabetes advocate who has helped raise more than half a million dollars since her daughter Lauren, 21, was diagnosed with Type 1 diabetes in 1997, was impressed by the research; Lauren is scheduled to be in the study this August.

"The average person with Type 1 makes 700 decisions a day," says McCarthy. "Every time a person with diabetes puts carbohydrates in their mouth, they do a math equation for that time of day."

McCarthy, whose latest book is *Raising Teens with Diabetes: A Survival Guide for Parents* (Spry Publishing, 2013; not available at Costco), reports that one past participant said wearing the devices meant "she had to give it all up to technology, and that took all the guilt and frustration away."

Amy Tenderich, the founder and editor of DiabetesMine.com, a diabetes news blog, and a Costco member, is an active patient advocate for improved diabetes technology. She has lived with Type 1 diabetes since 2003. "It's been my goal to get the patient's voice heard and to help connect the dots between pharma, consumers and the technology world," she says. "The issue is that pharma typically designs products for a clinical setting, not for patients' real lives. Then you have these amazing designers, but they don't understand chronic disease care. And if you just talk to doctors, they don't really understand the needs because they're not going to the movies or trying to have sex with these things on."

In the past decade, Tenderich has seen



advances in how devices look and operate, such as better backlit screens to make them easier to read, and more customization in terms of alarm settings and sounds, error messages that use natural language and devices that "are more like consumer technology," she says. "People have been saying for years, 'Why do pumps have to look like beepers from 1992?'"

The human element

While the technology improves, it can also break down. This means people need to act quickly to take a shot of insulin if a pump malfunctions. Those who have never learned to "manually" manage diabetes could experience problems should the technology fail.

"This is a complicated disease that takes a lot of understanding," says McCarthy. "Technology is excellent, but it doesn't make a difference at all if the person or parent isn't educated and supported. Without that foundation of good medical care and advice, it doesn't matter what technology you have." ■

Massachusetts-based freelance writer Cheryl Alkon is the author of Balancing Pregnancy with Pre-existing Diabetes: Healthy Mom, Healthy Baby (Demos Health, 2010; not available at Costco).

Diabetes Resources:

- American Diabetes Organization, www.diabetes.org
- International Diabetes Federation, www.idf.org
- National Diabetes Education Program, www.ndep.nih.gov
- Juvenile Diabetes Research Foundation International, <http://jdrf.org>
- DiabetesatWork.org

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November

Pulmonary Hypertension Awareness Month

PULMONARY HYPERTENSION (PH) is overly high blood pressure in the vessels that carry blood from the right side of the heart to the lungs.

PH is not the same as the more familiar systemic high blood pressure, and is a far more serious condition. Systemic blood pressure can be easily measured with a cuff inflated on the arm, but PH is much harder to evaluate and diagnose, and can lead to right heart failure if left untreated. A noninvasive echocardiogram is one method used to estimate pulmonary artery pressure, but only an invasive procedure—right heart catheterization—can yield a direct measurement.

PH can affect men and women of all ages and racial or ethnic groups. It can occur along with another disease or condition, such as pregnancy, heart and blood vessel diseases, lung diseases, liver diseases, sleep apnea, connective tissue diseases such as lupus and scleroderma, thyroid diseases, HIV infection or use of certain diet medicines or illicit drugs.

PH symptoms can include:

- Frequent tiredness
- Shortness of breath
- Chest pain
- Irregular heartbeat
- Fainting
- Swollen ankles and legs
- Fluid in the abdomen

Diagnosis of PH is so difficult because many other diseases—including congestive heart failure, asthma or chronic obstructive pulmonary disease—also have these same symptoms, and need to be ruled out before a PH diagnosis is made.

New treatments have improved survival rates and quality of life for those living with this condition. Early diagnosis is crucial.

The Pulmonary Hypertension Association has been providing support, education, research, advocacy and awareness of the condition since 1990. Visit www.phassociation.org to learn more about this disease and how you can help find a cure.—David Wight



Tablet or smartphone?

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HEALTHY LIVING



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Effects of the “extra” hour

Shifting to standard time can take a toll

By Marijke Vroomen Durning

ON THE FIRST Sunday in November, millions of Americans will perform their twice-a-year ritual of resetting their clocks, this time moving back one hour to standard time from daylight saving time. Most clocks are fairly simple to adjust, but adapting to the change is not always so easy for people.

Researchers have proven that time changes have a physical effect on the human body. Fall's change may not have as strong an impact as spring's switch, which causes us to “lose” an hour, but it can still have a significant effect on how we react, ranging from a feeling of being “off” for a couple of days to having a heart attack. In fact, a study published in 2008 found that there is an increase in heart attacks during the first day following the change to standard time (and for three days following the switch to daylight saving).

You can look at the time-change effect as you would jet lag, says Dr. Marc Leavey, an internist at Mercy Medical Center in Lutherville, Maryland. “Suddenly your body clock is disrupted. Your body is thinking that it's dinnertime, but it really isn't yet,” he explains. By adding an hour to the day, you're playing with the peaks and valleys in your hormone and cortisol levels, and so on. When you shift the clock forward or backward, you're throwing your cycle off and things just don't feel right.

If you're tempted to use a stimulant or sedative until things feel normal again, Leavey cautions against it. Their effects could end up making things worse in the long run. Instead,

he suggests shifting your sleep patterns before the actual change. While it would be easier if the official time switch occurred before the weekend began, you can soften the blow by going to bed a half hour later on Friday and another half hour later on Saturday, says Leavey.

If you take medications, you may want to move the times gradually too. Medications you take once or twice a day aren't too much of an issue, but those that you have to take every four or six hours may need some adjustments. Leavey suggests taking the same approach as with adjusting your sleep. Push back the time you take your pill by a half hour one day, and the next day take the pill at the regular time. This prevents an extra-long gap between doses.

The fall time change also coincides with shorter daylight hours for many Americans. “In the fall, you go out at 6 o'clock and it's dark. You have no interest in doing anything,” says Leavey. It's important to try to get outside as much as possible to soak up a few rays, even if it's for a short while during your lunch break. Some people use light boxes during the fall and winter months. These mimic the effect of sunlight and may help people feel more awake.

The good news is that the effects from the time change are temporary. And before you know it, you'll be changing all those clocks again when it's time to spring forward. ☼

Marijke Vroomen Durning is a health writer and registered nurse in Montréal, Québec (www.thenursewriter.com).

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Bees are in crisis



How does that affect us?

By Irene Middleman Thomas

MILLIONS OF UNPAID migrant workers toil in up to 12-hour shifts and travel thousands of miles in cramped trailers. Without them, foods such as cherries, blueberries, alfalfa and almonds would not exist. And for the past several years, these laborers have been dying, alarmingly, in huge numbers.

Tiny, gentle and highly intelligent, honeybees pollinate one-third of our foods. And now these incredible creatures are in crisis—and so are we.

Known by beekeepers and scientists as colony collapse disorder (CCD), the worldwide disappearance of honeybees was first noted during the winter of 2006 to 2007, when many beekeepers reported unprecedented losses—from 30 to 90 percent—of their hives. Worker bees disappeared suddenly, with very few dead bees found near the colony. The queens and brood remained, and the colonies had relatively abundant honey and pollen reserves. But without worker bees, the hives couldn't sustain themselves and eventually died.

If the bees go, many foods go

Imagine many of the foods you need and love simply vanishing. Without bees, hundreds of vital crops would soon die out (see

"Crops bees pollinate" on page 102). Even some livestock, which depend on alfalfa, could die off without the humble honeybee.

Millions of hives are shipped around the United States to pollinate \$15 billion to \$20 billion worth of crops each year. In California,

agricultural crop that uses bees, and without bees, there would be no almonds."

Darren Cox, a Costco member and beekeeper with 5,000 hives in Utah, California and Wyoming, was recently named Beekeeper of the Year by the American Honey Producers

Association. His award was given largely because of his devotion to seeking solutions and public recognition for CCD. "This winter [2012] we experienced the largest die-off of bees in the history of the United States," Cox says. "The bees fly out, but they don't come back. This is a worldwide catastrophe."

The total number of managed honeybee colonies in the U.S. has decreased from 5 million in the 1940s to only 2.5 million today. "Meanwhile, the need for hives to provide pollination services continues to increase," according to Tim Tucker, vice president of the

American Beekeeping Federation, a national education and support organization. This means honeybee colonies are being transported over longer distances—some are trucked to California from as far as Florida and the East Coast—in huge tractor trailers, with up to 11 million bees in each, to supplement the shrinking number.



KYLE ANDERSON, AMERICAN HONEY PRODUCERS ASSOCIATION

the almond industry requires up to 1.6 million colonies (about 60 percent of all managed U.S. honeybee colonies). Robert Curtis, a Costco member, is associate director of agricultural affairs for the California Almond Board, and has been in the industry since the 1970s. "We are very concerned with bee health," he stresses. "Almonds are the largest



SHUTTERSTOCK

Costco bee-comes involved

Finding the smoking gun

CCD is highly controversial, as demonstrated by the U.S. Department of Agriculture's (USDA) report on honeybee health, issued on May 2, 2013, which contrasted with the findings issued that same week by the European Union (EU).

The USDA opines that CCD is due to a mix of mites, insecticides, poor nutrition, disease and/or environmental stresses. The EU findings focus on insecticides.

"The bee colony is much like a human body responding to pathogens, or a human community responding to attackers, which for bees include mite parasites," says Kevin Hackett, senior national program leader, USDA/Agricultural Research Service. "In their case, their community is the hive. We believe that anything that reduces the strength of the colony can contribute to CCD."

He says these factors include parasites, pathogens, pesticides and poorly bred bee stock. Researchers are working toward increasing bee health in general, so that the bees can respond to all sorts of threats.

Christi Heintz, executive director of Project Apis m., a nonprofit organization focused on enhancing honeybee health and colony sustainability (see "Costco bee-comes involved"), says the group's researchers are working hard to find the cause of CCD, "but the smoking gun has eluded our top scientists."

"The varroa mite is still the single most detrimental

IT WAS WHILE developing its Kirkland Signature™ honey programs that Costco recognized the need to get involved in helping solve CCD.

"During this time, we met some of the beekeepers that supply our honey and learned a great deal about the honeybee and the issues they face," says Shauna Lopez, a buyer with the Costco honey programs. "As we continued to dig deeper we realized the great need for research into what might be the cause or causes of the disappearing honeybee. As a large seller of honey we felt it

was our responsibility to help the industry answer some of these questions and find a way to help. Beyond our honey, we need the honeybee for the pollination of many crops carried at Costco, such as the almond crop, which relies 100 percent on bee pollination."

Project Apis m. — *Apis mellifera* is the scientific name for the European honeybee—is a nonprofit organization founded by beekeepers and orchardists to enhance honeybee health and colony sustainability. Since its founding in 2006, the organization, known as PAm (www.projectapis.org), has worked with top

scientists in the nation, funneling \$2.6 million toward more than 40 projects that provide solutions to beekeepers.

Seeing PAm as a natural partner, Costco began by donating a portion of Kirkland Signature honey sales to the organization's honeybee research. One of the projects the money is directed to is a three-year, \$50,000-per-year Ph.D. scholarship.

Shauna explains, "The Costco Scholar Program is intended to recognize and support outstanding graduate students pursuing research-based doctoral degrees in areas that are specifically aimed at enhancing colony health while improving crop production."

After many qualified applicants were screened, Laura Brutscher, a Ph.D. student from Montana State University, was chosen in September 2013 as the final award recipient.

"Laura will be working on microbes and on antiviral immunity, and short-term and long-term impact and improvements in honeybee health," says Christi Heintz, PAm executive director.

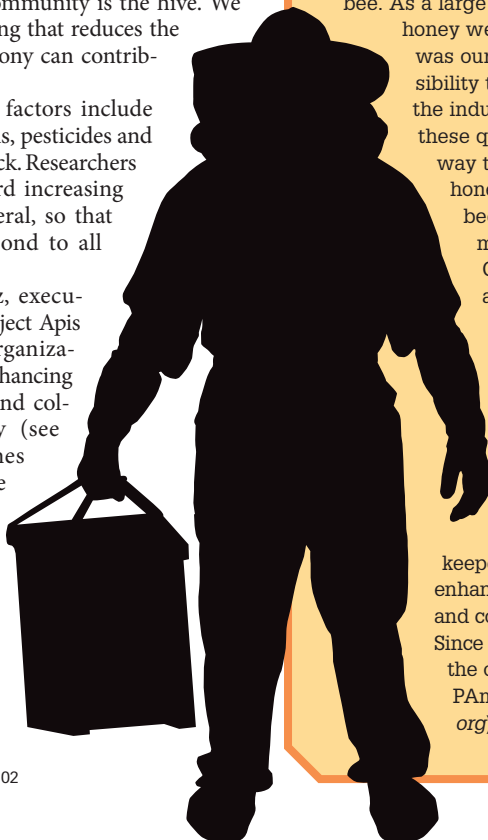
More specifically, Brutscher's research focuses on investigating which bacteria, viruses and fungi help maintain or harm honeybee health and how these microbes relate to the recent surge of honeybee colony losses.

In addition, Brutscher will research which honeybee genes are important for fighting off viral infections. "Her capacity to help us with what ails the bee is tremendous," continues Heintz. "We are pleased to have funding from Costco to help her pursue her exciting bee research." —T. Foster Jones



MADISON MARTIN

Laura Brutscher, bee student



CONTINUED ON PAGE 102

Crops bees pollinate

Fruits and nuts

Almonds
Apples
Apricots
Avocados
Blueberries
Boysenberries
Cherries
Citrus
Cranberries
Grapes
Kiwi fruit
Loganberries
Macadamia nuts
Nectarines
Olives
Peaches
Pears
Plums/Prunes
Raspberries
Strawberries

Vegetables

Asparagus
Broccoli
Cantaloupe
Carrots
Cauliflower
Celery
Cucumbers
Honeydew
Onions
Pumpkins
Squash
Watermelons

Field crops

Alfalfa hay
Alfalfa seed
Cotton
Cotton seed
Legume seed
Peanuts
Rapeseed
Soybeans
Sugar beets
Sunflowers



BEES ARE IN CRISIS

CONTINUED FROM PAGE 101

tal pest to honeybees," she says. "We are funding studies on biological control measures for varroa. We are studying and discovering new viruses that are vectored by these mites."

In contrast, and despite fierce lobbying by the chemicals industry and opposition by some countries, 15 of the 27 EU member states voted for a two-year restriction on three neonicotinoid insecticides on crops attractive to bees, calling them bee harming. Neonicotinoids are absorbed by plants and move throughout plants' vascular tissue, thus becoming toxic to insects by weakening their immune systems. The EU vote comes after significant findings by the European Food Safety Authority that these pesticides pose an unacceptable risk to bees and their use should be restricted.

At a critical juncture

Whatever the cause of CCD is determined to be, many believe that bees are now confronted with the worst threat ever to their existence. Tom Theobald, a longtime beekeeper and owner of Niwot Honey Farm in Colorado, along with three other beekeepers and five environmental and consumer groups, recently filed suit against the Environmental Protection Agency (EPA).

The coalition is represented by attorneys for the Center for Food Safety. Theobald notes that while some blame mites and drought and other factors, "we've dealt with those problems for 150 years. This is different, and may be the greatest environmental disaster of our time. Beekeepers' losses this year were so extreme that they can't keep their operations going." Indeed, his hives, which once produced up to eight tons of honey yearly, yielded less than 1,000 pounds last year.

"We had a thriving, vibrant bee community, and now it's a graveyard," says Theobald. "I feel angry, saddened

The Costco Connection

Costco is donating a portion of Kirkland Signature honey sales toward CCD research.

and frustrated by the lack of governmental concern and care. A very questionable product [neonicotinoid insecticide] is on the market and the legal requirements for EPA approval were not met. In fact, last year, over 200 million acres were planted in the U.S. using the neonicotinoids as seed treatments."

Cox points out, "This bee die-off is affecting food production. This year we didn't have enough honeybee pollinators to meet demands of almond growers in California."

Theobald reports that Italy had used systemic pesticides on corn, and when they were banned there was an immediate resurgence of bees. "But it may be too late for us," he warns. Cox laments, "This should be a higher economic priority for the federal government. The USDA declared honeybees unsustainable back in 2007, but rather than allocating more money to research, they closed down one of their five labs.

"We need to know what is killing our bees." [E]

Irene Middleman Thomas is a Denver-based writer busy planting bee-friendly flowers and plants.

Searching bee-yond

www.ars.usda.gov
(search "colony collapse disorder")

www.nrdc.org
(search "colony collapse disorder")

www.epa.gov
(search "pesticides and bees")

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* American Cancer Society
** American Lung Association

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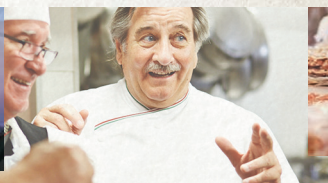


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The Las Vegas Strip is full of attractions, lights and entertainment, from end to end.

Viva Mom's Vegas

Las Vegas offers appeal to all ages

By T. Foster Jones

"SO, YOUR MOM wants to celebrate her 80th birthday, and you're not sure where to hold the party? Why don't you go to Las Vegas?"

This question was put to me by a good friend as I contemplated the options for the upcoming family reunion and celebration that was to take place in July 2013.

My first reaction to the suggestion was, "Are you kidding me? We're going to have family of all ages, from little kids all the way up to 80-plus years, in Sin City? How could that work?"

Surprisingly well, as it turns out.

Contemplating a family get-together, no matter where, requires negotiating a variety of logistics: flights, in-city transportation, lodging, dining, entertainment. No matter where you go, those are relatively fixed concerns. Even if the central focus is a single event—birthday, wedding, bachelor(ette) party, family reunion—one needs to take into consideration all those other elements. And the plan needs to appeal to all involved.

Mom lives in Pasadena, California. My wife and I live in Seattle. Others—sisters, aunts, cousins and friends—reside in

California, Colorado, Massachusetts, Maryland, New Hampshire and the Philippines. Ages range from 8 to 85 years old. Looking at all those elements, I began plugging them in and was surprised at how favorably Las Vegas came out in comparison.

Although its image has veered over the past 15 years between Sin City, family destination and back again, the fact is Las Vegas is *designed* to be a destination. Everything is streamlined to make it easy to get there, stay there and get around there and to appeal to the widest demographic swath possible.

Flights. Because of its design, wherever you are flying from on whatever airline, you'll likely find that Las Vegas is a destination option. And those flights are very often less expensive than flying the same distances elsewhere. I shopped similar flights to other Jones-family-centric areas, and the numbers for Vegas were consistently better.

Lodging. If this were a Facebook post, I would simply type, "OMG." The lodging in Las Vegas is so plentiful, and of such fantastic value, that I really was sold right there. Particularly in the summer, when the temps in the area can reach into the 100s, we were looking at nightly rates that were half of the daily temperature. And what lodging! Up and down the Strip, whether it's the glitz and glam of Caesars, the Renaissance opulence of the Venetian, the splendor of Paris or, off the Strip, the peaceful environment of Green Valley Ranch Resort & Spa, each hotel offers something unique, with every amenity possible.

In-city transportation. The city is remarkably easy to negotiate. For purposes of hauling party participants around, I rented a giant passenger van for a tiny price. And most of the hotels offer free valet parking, which really came in handy, as we had folks staying in different hotels.

Dining/food. The city of Las Vegas really shines when it comes to dining, having become a top culinary destination. High-end four- and five-star restaurants as well as a comprehensive collection of celebrity chefs abound. Whatever your palate desires, there are excellent and affordable choices (affordability being a particularly important point when one is hosting a dozen family members).

CONTINUED ON PAGE 106

DAVID W. SCHNEIDER



Additionally, my wife has some specific dietary needs. Las Vegas may not be what you first think of when it comes to health food, but we were delighted to discover in our research that there would be a national organic grocery store just minutes down the Strip from our hotel, as well as several vegetarian and raw-food restaurants nearby.

Entertainment. As far as I'm concerned, you could just say "Cirque du Soleil" and stop there. The small troupe from Quebec has grown into an entertainment behemoth in Las Vegas, with several permanent shows at specially created hotel theaters up and down the Strip.

Not everyone in the group shared my affinity for Cirque, but that was no matter—the options are so widespread that each person was able to find something appealing.

For the art lovers, there was an Andy Warhol exhibit and a presentation of Richard MacDonald's fantastic sculptures. In downtown Las Vegas, the Smith Center for the Performing Arts offered performances by the Las Vegas Philharmonic and the Nevada Ballet, as well as touring attractions. There were Broadway-caliber productions, big-name entertainment and more.

Some of us dared to view the "Bodies" exhibit, which displayed the human form in minute detail. My nephews showed their

The birthday girl, Caroline (far right), and a good friend, Ruth. Below, clockwise from bottom left: Mom, grandson Cameron, son Tod, grandson Turner, daughter Carey.

capacities for late-night endurance by hitting a Tiësto DJ show and dancing the night away. Young kids are more than happy to spend the day at any one of the gazillion (that's one gazillion) hotel pools or visit the M&M candy store, the Discovery Children's Museum, Wet 'n' Wild amusement park and plenty more.

Had we more time, we would have visited the new Mob Museum, which has garnered rave reviews, as well as the Neon Museum Las Vegas, where visitors get to see classic neon signage from a bygone era up close.

Outdoors, it's hard to overlook Hoover Dam or the spectacular Mike O'Callaghan-Pat Tillman Memorial Bridge. Other activities include horseback riding, golf, hiking, biking, ziplining, waterskiing and race-car driving.

Did we do it all? Of course not. Will we go back? Well, we just missed the opening of the High Roller ferris wheel, set to open in early 2014. And, there's always Mom's 85th ...

Oh, and by the way, Mom declared it "the best birthday ever." [E]



JOHN WALSH



The Costco Connection

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Making financial lives easier

Intuit makes bookkeeping intuitive

Brad Smith, president and CEO of Intuit, Inc.

By Steve Fisher

THIRTY YEARS AGO, Scott Cook watched his wife, Signe, sitting at the kitchen table, struggling to balance the family's checkbook, and said, "There has to be a better way for people to do this." He found Tom Proulx, a young engineering student from Stanford University, and together they created that better way. They called it Quicken.

"There were 48 other products out there that were already trying to do the same thing," says Brad Smith, current president and CEO of Intuit, the company built on Quicken's success. "But the concept that Tom and Scott had was to basically make it drop-dead easy by making it familiar."

Instead of a confusing spreadsheet or nondescript computer form, they simply used an image of a check. People recognized how to fill out a check, and Quicken became the No. 1 market leader, a position it has held for 30 years.

"Within the first two years, Scott and Tom began to notice something interesting in the customer base," Smith says. "A large number of the people using Quicken weren't consumers; they were small businesses." At first, their inclination was to dismiss the finding, but instead they embraced it and developed a second product line: QuickBooks.



Tablet or smartphone?

Scan or click here to see how one small-business owner utilizes QuickBooks Online. (See page 5 for scanning details.)

According to Smith, "Intuit's mission is to improve our customers' financial lives in such a way they can never imagine going back. We simplify the business of life—things you don't want to think about, like paying bills and doing taxes. We try to make those things simple so you can get back to your passion."

As a company, Intuit has established itself as one of *Fortune* magazine's top 25 companies for employees. "It's a source of pride for us," says Smith, and he attributes employee satisfaction first to company values.

"It also starts with our commitment to being very entrepreneurial so that you know your idea will be heard," he says. "All of our employees get 10 percent unstructured time. They can work on any project that they believe will help us improve our customers' lives or help a fellow employee do their work more efficiently. That has enabled us to do \$100 million in revenue from products that did not exist three years ago. The majority of

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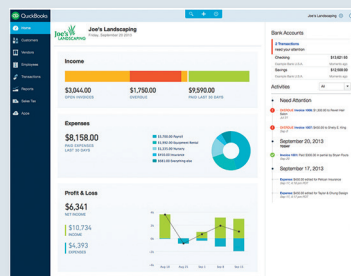
Phone: 1-800-446-8848

Website: www.intuit.com

Products at Costco: QuickBooks Online, Intuit Payroll, Quicken, TurboTax, QuickBooks

Comments about Costco: "We love the relationship [with Costco]. It's been a critical part of our company and our success."

—Brad Smith, Intuit president and CEO



The new QuickBooks Online home page with a simpler and easier interface.

them came from unstructured time."

In addition, the company is dedicated to giving back to the community, authorizing employees to donate 32 hours of their work time each year to a cause of their choice. Intuit also matches financial contributions. Smith says, "With the privilege of success comes the opportunity to give back, and our culture lives it every day."

Today, Intuit and Costco have formed a strong bond. In addition to Quicken, TurboTax and QuickBooks software products that are available in Costco warehouses, two valuable services for small businesses are offered online: QuickBooks Online and Intuit Payroll.

QuickBooks Online is easy-to-use online accounting software that allows you to track sales and expenses, and get reliable records for tax time, with the ability to access your finances anytime, anywhere, across all your devices. A new and improved version—easier to use and learn, and faster—launches this month.

Intuit Payroll gives you a choice between do-it-yourself online payroll software or having payroll done for you online and easily.

Smith says the online services, as well as the boxed software in the warehouses, are available from Costco for about 20 percent off Intuit's direct pricing.

For more information on the online services, go to Costco.com, click on "Services," then look for "Payroll Services" and "QuickBooks Online." [C]

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Gem dandy

**Costco's diamond
and jewelry
program shines**



BuyingSmart

Sherrie Newman fills November's consumer reporter slot with this behind-the-scenes look at a Costco program. Send your questions about this article to: buyingsmart@costco.com.

Many jewelry items offered at Costco and on Costco.com are unique, one-of-a-kind pieces. At right, a 3.55 ct radiant-cut VS1 clarity fancy yellow diamond 3-stone ring set in 18 kt. yellow gold and platinum. Above, a 1.82 ctw round brilliant-cut VVS1 clarity, D color diamond ring set in platinum.

By Sherrie Newman

THERE'S NOTHING LIKE opening a beautifully wrapped little package with a sparkling surprise inside to make someone feel special. A memorable piece of jewelry is always a great gift in celebration of life's most precious moments: engagements, anniversaries, birthdays or just because. Shopping smart, finding the right piece at a great price from a reputable store, is important, as that little treasure may last longer than a lifetime. While many struggle with the search, Costco members have discovered the secret: the Costco jewelry department.

It's not surprising that Costco sells fine jewelry—excellent-quality diamonds, precious stones, gold and watches—because Costco's jewelry philosophy is the same as its philosophy for all other products: Provide members with the best quality for the best price possible. In the world of jewelry, especially diamonds, where retailers routinely apply steep mark-ups to their products, Costco's approach has helped it develop an amazing jewelry department.

To begin with, Costco's experienced diamond buyers purchase stones from only the most reputable diamond brokers and gemstone suppliers in the

world. Meghan Harruff, Costco's assistant general merchandise manager for jewelry and watches, explains, "We are very particular about whom we buy from. All suppliers must abide by United Nations regulations, specifically one called the Kimberley Process." The Kimberley Process is an international government certification process aimed at preventing conflict diamonds—diamonds mined in a war zone and sold in order to fund armed conflict and civil war—from entering the diamond market. Meghan says, "Costco also requires our suppliers to certify that the diamonds come from legitimate sources."

In the loupe

To ensure a consistent level of quality, Costco buyers have established extremely high standards and they hand-pick gems that are among the best in the industry. Costco's own lab has a team of 10 experts certified by the Gemological Institute of America (GIA) as graduate gemologists and led by Lisa Switzer, jewelry quality-control manager. Lisa, who has been with Costco for 17 years, tells me, "I'm truly amazed by the quality of diamonds that Costco carries, and the quality rivals or exceeds [that



Sparkling value

Item	Costco price	Online retailer price
1.00-ct. round brilliant-cut, VS2 clarity, I color diamond set in platinum	\$6,399.99	\$14,499.99
2.00 ctw round, VS2, I color diamond set in platinum	\$12,999.99	\$15,999.99
14-kt. yellow gold hoop earrings	\$179.99	\$320.00

Online price comparison made on August 30, 2013



3.40 ctw emerald-cut Vs1 clarity, G color diamond baguette ring set in platinum.

found at] some of the best high-end retail stores out there. We sell beautiful, classic pieces of excellent quality, and we stand behind what we offer our members."

The gemologists examine every single stone and piece of jewelry that Costco carries before they are offered to members. "We inspect well over 500,000 pieces per year, and accept approximately 93 percent of them as Costco quality. The other 7 percent are returned to suppliers," Lisa says. "Every stone must meet our minimum quality specifications, even if the stones are in a jewelry clasp."

The quality of a diamond is determined by the "four Cs"—clarity, color, carat and cut—and each diamond is graded according to industry metrics; the higher the grade, the more valuable the gem. (To learn more go to Costco.com and search "Costco Diamond & Jewelry FAQs.") All Costco diamonds must be graded at VS2 clarity (very slight internal flaw that can't be seen with the naked eye) or better, and at a near-colorless I rating or better. Costco doesn't accept any stones that are synthetic or have been treated in any way for imperfections. Lisa explains, "We have very discerning members who are knowledgeable about jewels, and we want to make sure that everyone receives the quality they expect."

Diamonds are a girl's (and guy's) best friend

It's tempting to linger at the Costco warehouse jewelry case to admire the dazzling view, or to dream about the great selection of eye-popping bling online at Costco.com. Your eye may be caught by the pair of 3.14 ctw, round brilliant-cut, VVS2/VS1 clarity, G color diamond platinum earrings, or the platinum ring set with a 5.50-carat blue sapphire flanked by two 0.59 ctw diamonds. Of course, numerous less expensive items are available as well, and the outstanding selection of rings, earrings, pendants, bracelets and watches ensures you'll find the right gift along the way, even if it's for yourself.

"We keep on top of current trends in jewelry styles," notes Jeni Murphy, Costco's buyer of high-end diamond and pearl jewelry. "Our most commonly sold diamonds range from 1 to 6 carats and constitute the core of our diamond selection, but I also search out special one-of-a-kind finds that can go as high as 13 carats and cost hundreds of thousands of dol-

lars." Other popular items include stunning precious gemstones, such as rubies and blue, pink and yellow sapphires, semiprecious stones, pearls and fine Italian gold in a variety of impressive styles and settings.

Jeni says, "The craftsmanship of our jewelry exceeds industry standards. We select loose stones and then the settings that will showcase them best, and always try to upgrade a piece of jewelry to make it better than the original shown by the supplier. For instance, we request that all earring backs are switched out for stronger ones, and we have ring shanks created to be extra solid and hefty, with more metal included."

"Our astute members do their homework and compare our jewelry with other fine retailers, and find that Costco is an outstanding value for the same quality of certified stones they see elsewhere," Megghan explains. "We stand behind the Costco reputation for great quality and prices for our jewelry, just as we do with everything else, offering our stan-

CONTINUED ON PAGE 114

Guaranteed by experts

ONE OF THE FIRST things to do when buying jewelry is to have it appraised for insurance purposes, but Costco offers savings here as well. Lisa Switzer, Costco's jewelry quality-control manager, explains, "Every piece of jewelry comes with an appraisal confirming that it meets Costco's quality specifications. These are provided to members for no fee, which saves them having to obtain another appraisal for insurance purposes."

Every diamond exceeding 1 carat also comes with an appraisal from the International Gemological Institute (IGI). Lisa notes, "During our inspection we ver-

ify the stone quality, that it's matched to the correct setting, the IGI number is engraved on the ring shank and everything matches the IGI appraisal paperwork."

Diamonds larger than 1.24 carats also receive a grading report from the Gemological Institute of America (GIA), globally recognized for grading diamonds. This report provides a "plot," or map, of the diamond from top to bottom, and grades according to the quality of the four Cs. Costco gemologists also compare the stone to the GIA report to make sure there are no discrepancies before approving it.—SN



2.84 ctw round brilliant-cut VVS1/VVS2 clarity, E color Diamond earrings set in 18 kt. white gold.

GEM DANDY

CONTINUED FROM PAGE 113

dard full money-back guarantee for these valuable items.”

Costco's jewelry depot

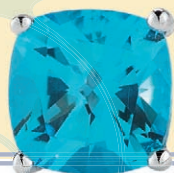
At the Costco jewelry depot, a secure facility where all jewelry is received from suppliers and processed for shipment to members, security is as tight as any bank's. While I am touring the building, Mike Paulsell, general manager, Costco Trading, tells me, “We maintain a constant chain of custody from the moment the jewels arrive at the depot to the time they are inspected by our gemologists and shipped back out to our worldwide warehouses or directly to members.”

Lisa takes me into the vault where some of the most magnificent jewels imaginable rest until shipment; one stunner is a ring featuring a 4-carat VVS2, E color central diamond with excellent cut, symmetry and polish, surrounded by 34 colorless diamonds of 0.68 ctw; this beauty flashed with the brilliance of sunshine slicing through ice. Another treasure is an exquisite necklace with 38.00 ctw oval and emerald-cut diamonds set in platinum, destined for a very lucky member. I learn of one Costco member who purchased a gorgeous 12-plus-carat fancy intense yellow diamond ring and is

Holiday pallets

EACH HOLIDAY SEASON, Costco buyers highlight special deals on top-quality jewels, which are displayed on pallets in the warehouse. Beginning November 15, three lovely items will be showcased. Dazzling 8 mm Swiss blue topaz earrings (\$199.99, below left), a matching 10 mm pendant (\$249.99, right) and 14-karat Italian yellow or white gold hoop earrings (\$179.99) will surely be a hit this season!

Item #775272



Item #775263



already considering matching earrings of more than 10 carats. Obviously Costco has something to pamper everyone.

Think of Costco as a little gem in its own right when it comes to fine jewelry; if you can't resist a good deal and don't want to pay a premium at upscale retail stores simply for the marketing experience, then Costco's unbelievable selection and prices are for you.

When you purchase jewelry from Costco, you're making a statement that you demand the highest quality for the best possible price. Now that's some savvy—and gem dandy—gift shopping! 📷

Sherrie Newman (sn.firstpoint@gmail.com) is a marketing and communications consultant who lives in the Seattle area with her family.

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It's an exceptional product
at an exceptional value!

*Selection varies by location.



We are fortunate to partner with cranberry growers that are passionate about what they do for a living. The proof is in the juice!

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Give your joints the support of
Kirkland Signature Glucosamine
with MSM and spend the day
doing things you love.*

- Supports cartilage*
- Cushions joints*
- Helps promote comfortable joint movement*
- Promotes flexibility and range of motion*
- Provides a natural source of sulfur, a vital mineral for the formation of collagen, connective tissue and healthy joint cartilage*
- Supports joint comfort*



*These statements have not been evaluated by the Food and Drug Administration. This product is not intended to diagnose, treat, cure or prevent any disease.



Visit our full-service pharmacy for all of your prescription, health and wellness needs.



USP has tested and verified select Kirkland Signature supplements for their ingredients, potency and manufacturing process. USP sets official standards for dietary supplements. See www.usp.org.

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Enjoy!

Don't let heartburn get in the way of your holidays. Our Kirkland Signature Lansoprazole provides 24-hour relief with only one capsule per day (14-day treatment).

Kirkland Signature products are all specifically selected as the highest quality products available, designed to help you feel better.

And that's something we can all be thankful for!



A Dose of Quality and Value!

Exclusively from Costco Wholesale

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Item #650402

We may not talk about it, but most of us have experienced it at one time or another: that uncomfortable, bloated feeling that accompanies occasional constipation. Constipation occurs for a variety of reasons including a diet low in fiber, use of certain medications, and even stress.

Our Kirkland Signature Stool Softener offers gentle, dependable relief.

A Dose of Quality and Value!



Exclusively from Costco Wholesale

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Item #629240

YOUR BEST CATCH



- Our premium fish oil comes from fish caught in deep ocean waters – never farm-raised fish.
- Meets strict USP standards.
- We use a state-of-the-art process to help remove mercury, PCBs and dioxins.

- Fish oil supports heart, joint and skin health.*
- Kirkland Signature Natural Fish Oil provides 1000 mg of concentrated fish oil, supplying 300 mg of omega-3 fatty acids (EPA and DHA) per softgel.



Visit our full-service pharmacy for all of your prescription, health and wellness needs.

*These statements have not been evaluated by the Food and Drug Administration. This product is not intended to diagnose, treat, cure or prevent any disease.



USP has tested and verified select Kirkland Signature™ supplements for their ingredients, potency and manufacturing process. USP sets official standards for dietary supplements. See www.usp-dsfp.org.

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Item #926628

COSTCO SERVICES

Update

To learn more about our complete suite of Costco services, click on the "Services" link at Costco.com or call toll-free 1-800-220-6000.

HOME LOVE

Six winter home-prep tips

YOUR HOME IS one of the biggest investments of your life. Give it some care with these indoor home-maintenance ideas.

1 Clean. Dust and dirt accumulate quickly on flooring, walls, fixtures, sinks, cabinets and tile. If they're not wiped away regularly, they can cause those surfaces to deteriorate and potentially ruin your investment.

2 Read the labels. Ensure your cleaning products are compatible with the finishes of your furniture and appliances to avoid accidental, yet permanent, damage.

3 Check detectors. Most smoke and carbon monoxide detectors have a test feature. Use it, at least twice a year, to confirm that the alarm still functions and determine whether the batteries need to be changed.

4 Verify fire extinguisher readiness. Prepare for a fire emergency by checking your home's fire extinguishers. Check the expiration date and replace if necessary. Be sure you

have the right kind of extinguisher for the contents of each room.

5 Change the furnace filter. This depends on the type of furnace you have and the type of filter you purchase. Check the filters monthly.

6 Do an inventory. Note what pieces of furniture, appliances and electronics are in each room. Include the make, model, year and value of each item. Snap photos from a few different angles. Put the list and photos in a safe place, away from your home. Or, store the information online.

Of course, even if you diligently perform all of the above, stuff happens. When it does,

to get pre-approved for a house loan first. I noticed a *Costco Connection* article describing how members could obtain their mortgage loan through the online financial program. On a Sunday evening, I completed the requested information in less than a half hour. I expected to be sent only one or two lender links. Instead, my screen filled with multiple loan options."

With the help of her financial planner, Wales selected one. She responded online and the next morning received a phone call from the loan officer, who Wales dubbed a "superstar."

"Within 48 hours, my pre-approval letter was emailed and available to present with the

offer to the seller. It was to be the fastest and most efficient mortgage loan process I've ever experienced," she says.

She also shared the offers with her real estate agent, who said, "I've never seen terms this great" and vowed to recommend the service to all his clients.

Wales, who works in real estate herself, says the whole process was "ridiculously easy."

Services are provided by First Choice Loan Services, a New Jersey state-chartered bank. Rates and results are provided by participating lenders, and rates and terms may vary. For more information, go to Costco.com and search "simple" or call 1-800-793-0759.

Planning for post-work life

THE ONLINE 401(k) offers low-cost, owner-only retirement plans, exclusively for Executive members.

- Contribute up to \$17,500 annually (Roth or pretax) with an employer contribution option up to \$33,500.

- Take a loan against your 401(k), as much as 50 percent of your account balance, or \$50,000, whichever is less.

- Budget-friendly, tax-deductible plans for just \$144 per year.

For more information or to sign up, go to Costco.com and search "Nov2013Update" or call 1-855-807-4357.

DRIVE AMERICAN

Great deals on select GM vehicles

THE COSTCO AUTO Program (CAP) offers terrific deals on a wide range of vehicles. Here's a great one: Between now and January 2, 2014, Costco members who purchase an eligible vehicle will receive GM Supplier and Friends Pricing, all publicly available manufacturer rebates and incentives, plus a \$500 Costco Cash card for completing a CAP member satisfaction survey after purchase. Eligible vehicles are:

- Chevrolet: Silverado, Traverse, Tahoe and Suburban
- Cadillac: SRX, ATS, XTS and Escalade
- Buick: Enclave
- GMC: Acadia, Sierra, Yukon and Yukon XL

Costco members must register with the CAP through Costco.com or the call center, purchase and take delivery of a new, eligible GM vehicle from a participating dealer between now and January 2, 2014, and submit a redemption form and survey within 30 days of purchase. To qualify, visit Costco.com and search "GMOffer" or call 1-800-895-0971.



Chevrolet Silverado

you want to be sure your home insurance covers your expenses, and that's where home insurance through Ameriprise Auto & Home Insurance comes in. To get member pricing for your home, visit Costco.com and search "protect," or call 1-888-404-5365.



SIMPLE, SIMPLE

Ridiculously easy mortgage loans

NANCY P. WALES, a Costco member in Oregon, writes, "I recently decided to buy a new home and knew it would be best

3D PICTURES / SHUTTERSTOCK.COM

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inside costco special events

New and exciting products available at warehouses for a limited time only

featured events

Look for (A) Gunter Wilhelm cutlery, (B) Tuzzi leather jackets and accessories and (C) Masterclad cookware in warehouses during November. For an updated list of participating warehouses, go to Costco.com and search "gunterwilhelm44," "tuzzi44" and "masterclad44."



A

B

C



Click [here](#) for a list of special events by region.

ALASKA

Anchorage

Nov 16 Osteoporosis Clinic

Juneau

Nov 23 Osteoporosis Clinic

IDAHO

Boise

Nov 9 Osteoporosis Clinic

Nov 15-24 Professional cookware

Coeur d'Alene

Nov 7-10 Gunter Wilhelm cutlery

Nampa

Nov 22-Dec 1 Roma Designs jewelry

Pocatello

Nov 8-17 Kinetic vests and sleeping pads for camping

Twin Falls

Nov 1-10 Portable solar power

MONTANA

Helena

Nov 22-Dec 1 Jennifer Adams microfiber bedding

Missoula

Nov 16 Osteoporosis Clinic

OREGON

Albany

Nov 8-17 Jennifer Adams microfiber bedding

Nov 16 Osteoporosis Clinic

Aloha

Nov 7-17 Jewelry to Your Doorstep (JTYDS) jewelry

Nov 9 Osteoporosis Clinic

Clackamas

Nov 8-17 Roma Designs jewelry

Hillsboro

Nov 8-17 Sebamed skin care

Nov 23 Osteoporosis Clinic

Nov 29-Dec 8 Men's suits and outerwear

Medford

Nov 1-10 Professional cookware

Portland

Nov 8-17 Professional cookware

Salem

Nov 7-17 JTYDS jewelry

Tigard

Nov 1-10 Lucky Clover jewelry

Wilsonville

Nov 26-Dec 8 Gunter Wilhelm cutlery

UTAH

Murray

Nov 29-Dec 8 Little Giant ladders

Ogden

Nov 21-Dec 1 Skate gear

Orem

Nov 1-10 Miracle mats

Nov 29-Dec 8 Lucky Clover jewelry

Salt Lake City

Nov 1-10 Kinetic vests and sleeping pads for camping

Nov 1-10 Religious-themed art

Spanish Fork

Nov 15-24 Little Giant ladders

Nov 27-Dec 8 Skate gear

West Bountiful

Nov 23 Osteoporosis Clinic

Nov 26-Dec 8 Portable solar power

West Valley

Nov 14-24 Skate gear

Nov 26-Dec 8 Portable solar power

WASHINGTON

Bellingham

Nov 1-10 Miracle mats

Burlington

Nov 16 Osteoporosis Clinic

Clarkston

Nov 8-17 Professional cookware

Covington

Nov 8-17 Portable solar power

East Wenatchee

Nov 1-10 Roma Designs jewelry

Nov 14-17 Gunter Wilhelm cutlery

Everett

Nov 15-24 Little Giant ladders

Federal Way

Nov 1-10 Massage chairs

Nov 8-17 Artune jewelry

Gig Harbor

Nov 1-10 Men's suits and outerwear

Nov 21-Dec 1 JTYDS jewelry

Issaquah

Nov 9 Osteoporosis Clinic

Kennewick

Nov 1-10 Little Giant ladders

Nov 9 Osteoporosis Clinic

Nov 22-Dec 1 Portable solar power

Kirkland

Nov 22-Dec 1 Professional cookware

Lacey

Nov 26-Dec 8 Portable solar power

Marysville

Nov 9 Osteoporosis Clinic

Nov 21-Dec 1 JTYDS jewelry

Nov 22-Dec 1 Bamboo bedding and towels

Puyallup

Nov 8-17 Kicker home audio

Seattle

Nov 18-27 Men's suits and outerwear

Nov 23 Osteoporosis Clinic

Sequim

Nov 1-10 Miracle mats

Nov 22-Dec 1 Portable solar power

Silverdale

Nov 1-10 Sheds

Nov 8-17 Jennifer Adams

microfiber bedding

Nov 8-17 Roma Designs jewelry

Spokane

Nov 16 Osteoporosis Clinic

Tacoma

Nov 19-Dec 1 Artune jewelry

Nov 23 Osteoporosis Clinic

Tukwila

Nov 1-10 Gunter Wilhelm cutlery

Nov 8-17 Bamboo bedding and towels

Nov 16 Osteoporosis Clinic

Tumwater

Nov 8-17 Professional cookware

Union Gap

Nov 21-24 Gunter Wilhelm cutlery

Nov 22-Dec 1 Jennifer Adams

microfiber bedding

Vancouver

Nov 1-10 Portable solar power

E Vancouver

Nov 8-17 Gunter Wilhelm cutlery

Nov 15-24 Portable solar power

Woodinville

Nov 8-17 Jennifer Adams

microfiber bedding

warehouse hours

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Saturday 9:30am-6pm

Sunday 10am-6pm

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Twin Falls

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Bozeman

Helena

Kalispell

Missoula

OREGON

Albany

Aloha

Bend

Clackamas

Eugene

Hillsboro

Medford

Portland

Roseburg

Salem

Tigard

Warrenton

Wilsonville

UTAH (NORTHWEST REGION)

Lehi

Murray

Ogden

Orem

St. George

Salt Lake City

Sandy

Spanish Fork

West Bountiful

West Valley

WASHINGTON

Aurora Village

Bellingham

Burlington

Clarkston

Covington

East Wenatchee

Everett

Federal Way

Fife Business Center

Gig Harbor

Issaquah

Kennewick

Kirkland

Lacey

Lynnwood Business Ctr.

Marysville

Puyallup

Seattle

Sequim

Silverdale

Spokane

N Spokane

Tacoma

Tukwila

Tumwater

Union Gap

Vancouver

E Vancouver

Woodinville

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*Also available at Costco.com

Dates and events are subject to change. Special Events for other regions may be found on Costco.com; type "special events" into the search box.

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13-CC-1025mr

¹An average large orange contains 97.9 mg vitamin C. USDA National Nutrient Database.



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Item #98268

Conquering new summits

WHEN IT COMES to disabled veterans, much of the discussion usually focuses on their disabilities: what they can't do. Micah Clark, 44, a former U.S. Navy corpsman, has spent the last decade working to change that. In 2006, Clark founded Camp Patriot (www.campspatriot.org), a nonprofit organization that helps wounded veterans of all wars regain their physical, emotional and spiritual stamina through the thrill and challenge of outdoor activities.

Since its founding, Camp Patriot and its corps of dedicated volunteers have led six expeditions of veterans, some blind, some without limbs or hope, to the top of Mount Rainier in Washington. "We're helping these veterans do something 50 percent of the able-bodied can't do," says Clark.

Other expeditions involve white-water rafting, kayaking and big-game hunting. After completing these activities, many of the 125 men and handful of women who have passed through the program find themselves wondering, "If I can do that, what else can I do with my life?" Clark says.

The core of the program is really about relationships. "Once we get on the adventure, we become a team with one goal," says Clark. "We eat, sleep, lug gear and work together. The experience



Now in its seventh year, Camp Patriot helps wounded vets regain a sense of accomplishment through rigorous outdoor challenges and activities.

builds trust, which is the most essential component of every relationship and key to the rehabilitation process."

Among the first Green Berets sent to Afghanistan after 9/11, Master Sergeant Gil Magallanes Jr., 46, suffered brain damage, as well as cognitive, seizure and migraine disorders, after being injured by friendly fire. Ten years of extensive therapy culminated in an exhilarating climb up Mount Rainier with Camp Patriot and a horseback ride retracing the path of the original Pony Express. At the end of the ride, Magallanes, who had never ridden a horse before, said, "It's a beautiful feeling. When I'm on that horse, I feel there is not a darn thing wrong with me; I'm not missing any fingers. I'm not half blind." Magallanes credits Camp Patriot with allowing him to experience again the joy of living. "They're taking care of soldiers, letting them focus on their abilities, not their disabilities."

At a time when the help veterans receive is overwhelmingly psychopharmacological, Camp Patriot offers a different kind of cure. "We create hope so that they realize life isn't over; they're just going to be living a little differently," says Clark.

—Fran R. Schumer



COURTESY KRISTINA GUERRERO

Igniting the spirit

AS AIR FORCE veteran Kristina Guerrero sat atop a serene, snowy mountain in Oregon and unwrapped an energy bar, her canine companion, Duncan, barked in protest.

"I realized at that moment I totally forgot to bring any dog food," says the Costco member.

It provided the inspiration for a lightweight, portable meal replacement bar for dogs that would be perfect to tote on hikes, camping trips and other adventures.

The C-130 pilot and her food scientist husband, Brandon, began developing what would eventually become TurboPup (www.turbopup.com), an all-natural, vitamin-packed compact bar for dogs. But before Duncan earned the title of chief taste-tester, Guerrero grappled with business licensing, red



CAMP PATRIOT



Female veterans and entrepreneurs, such as Kristina Guerrero (left, with husband Brandon and dog-business inspiration Dunkan), get a helping hand from Veteran Women Igniting the Spirit of Entrepreneurship.

tape, research and stalled resolve. She needed a boost.

She got one at Veteran Women Igniting the Spirit of Entrepreneurship (V-WISE; <http://whitman.syr.edu/vwise>), a multi-phase program designed by faculty at Syracuse University's Whitman School of Management, entrepreneurs and experts in small-business management.

Created for female veteran entrepreneurs, V-WISE begins with online courses in marketing, accounting, human resources and finance. After that, students attend a three-day intensive conference for more classes and a chance to connect with mentors and advisers.

The first V-WISE conference debuted in Texas in 2011; the ninth is slated for January 2014, in Long Beach, California. Military spouses also are eligible for what Guerrero calls "an invaluable learning experience that was so critical to my business."

"The military trained me to be goal orientated and interdependent," says Guerrero. "V-WISE then helped me evolve from wondering if I could launch this business to absolutely knowing that I would make it happen."—Molly Blake

JONATHAN PEECE PHOTOGRAPHY



Capitán Mamá

ON THE EVE of Veterans Day three years ago, Graciela Tiscareño-Sato's son Kiyoshi, then 4 years old, pointed to the olive green flight uniform his mother was wearing and asked, "What's that?"

That question prompted Tiscareño-Sato, a decorated veteran of the United States Air Force, to write a children's book about what it's like to be a mom and serve in the military. Written in both English and Spanish, *Good Night Captain Mama* (*Buenas Noches Capitán Mamá*; www.captainmama.com) appeared on three best-seller lists when it made its debut this past July 4.

"Helping young children deal with the separation resulting from military service and deployment is a subject with little in print that helps those that suffer most," a reviewer for the Military Writers Society of America wrote. "Graciela's conversation in simple words with her son speaks volumes on a child's level, allowing him to deal with the pain these things cause."

During her nine years in active service, Tiscareño-Sato and her crew were awarded an Air Medal for flying combat sorties over southern Iraq after Operation Desert Storm. "It always

Graciela Tiscareño-Sato and her son, Kiyoshi (left), who inspired her book. Right, Tiscareño-Sato and the crew back in her flying days.

struck me as completely bizarre when the teacher in my children's schools would ask, 'How many of you have daddies serving in the military?' It's 2013 and we still forget that we have women in uniform," says Tiscareño-Sato, who lives in Hayward, California, with her husband and three children.

Tiscareño-Sato also wrote the book to tell about the military's unparalleled opportunities for women. "No one is reporting the fantastic leadership experiences that the military provides for everyone, but that it certainly provides for women," she says. "In corporate organizations, it's hard for women to get to the top. In the military, at the age of 20-something, you can be commanding entire groups of people and making decisions that really matter. That's the story that isn't being told."—FRS

Paul Sansale, left, uses his artistic talents to capture the images of service dogs that help veterans deal with the emotional and physical trauma of war.

Dog days

IN 2009, VIETNAM-ERA veteran Paul Sansale—art director by day, painter by night—created a calendar with portraits he had painted along with stories to raise awareness of rescue dogs.

As calendar sales took off, Sansale and his wife, Lynn, heard dog tales "from everywhere," and they stumbled upon the founder of Paws and Stripes (www.pawsandstripes.org), an organization that matches disabled veterans with no-cost service dogs.

Many of the dogs work with veterans suffering from post-traumatic stress disorder (PTSD). In 2012, more than 500,000 veterans received treatment from the Veterans Health Administration for PTSD. Many veterans with PTSD attempt suicide, and veterans now account for 20 percent of suicides in the U.S., according to published studies.

The Sansales learned that service dogs, nick-

named Battle Buddies, help soldiers recover from PTSD and prevent suicides. The dogs facilitate sleep by interrupting nightmares. They also detect imminent blackouts and flashbacks, calm the vets' anxiety and make elbow room in crowds, to name a few of their talents.

Inspired to spread the word, the Sansales refocused their calendars to feature rescue dogs helping veterans. They toured the country, interviewing veterans and photographing their dogs, and published their first veterans calendar in 2013. "I want people to know we've got a huge problem," says Lynn Sansale. "There are tens of thousands of active military and vets who have PTSD, and the dogs work when nothing else will. There are millions of shelter dogs that could qualify for service dog work. No veteran should have to pay for a service dog."

The 2014 edition of the calendar, made in the U.S., will be available at select Costco locations in the Northeast, Southeast and Texas, and at www.rescuedogart.com.—Maria Bellos Fisher

PHOTO: PATRICK NAU



GEORGE SEE

Golf "fore" disabled vets

AT FIRST GLANCE, the American Lake Veterans Golf Course in Lakewood, Washington, looks like any other—golfers and carts buzzing around a great green backdrop. But up close, the course is not so ordinary. This course is specially designed and operated for disabled veterans.

Scattered around the course, golfers—many of them missing arms or legs, some blind, others with invisible wounds such as traumatic brain injuries—drive, chip and putt. They get help from the Warrior Transition Battalion, volunteers who teach disabled veterans in a virtual golf training facility on-site.

To get new golfers started, a volunteer crew refurbishes golf clubs and gives them to wounded warriors. Veterans who can't stand learn to play on Paragolfers or SoloRiders, mini golf carts that lift golfers to a standing position so they can take their shots. The course even modified its terrain to support disabled veterans—sand traps are shallow in order to accommodate the assistive vehicles.

"Our mission is to provide affordable, enjoyable golf for veterans and their families," says volunteer manager, Vietnam veteran and Costco member Bruce McKenty. "The course is for any veteran, but we specialize in helping mentally or physically impaired veterans heal through the power of golf."

Veterans like Jeremy, 29, who lost his right arm and right leg in Afghanistan, find renewed life at the course. A year and a half ago, his father brought him to the course to learn to play golf. Jeremy trained in the virtual facility until he felt comfort-



CAROL BEVEU

Top: A specially designed golf course, along with modified golf carts and other features, enables veterans of all abilities to participate in the game.

Above: Jack Nicklaus, right, is donating his services to design an additional nine holes on the course.

able going out on the course. Now he and his father play three or four days a week. Jeremy says that if it weren't for golf, he'd be driving his wife crazy. "Jeremy has blossomed since he's been here," says McKenty. "Golfing has given him a different outlook on life."

The independently funded facility is currently a nine-hole course, but crews plan to break ground on an additional nine holes, designed by golf legend Jack Nicklaus, next month.

"I was moved to see the amazing efforts at American Lake Veterans Golf Course where our wounded warriors learn to play golf with the help of an incredible army of volunteers," Nicklaus said at a recent golf clinic and fundraiser. "This is done out of love."—MBF



LISA BELCASTRO

Sisterhood Against Sexual Assault workshops help create an open dialogue throughout the ranks.

Strength of sisterhood

ACCORDING TO THE Department of Defense, about one in three women in the military has been sexually assaulted. Recently the Pentagon released extensive guidelines on how to prevent and respond to sexual assaults. "It's great progress," says Army Colonel Janice Dombi, now retired from the Army. "Our goal is to help women thrive in the military, not just survive."

To help address this, Dombi and Major Lisa BelCastro began hosting meetings with military women, dubbed Sisterhood Against Sexual Assault (SASA).

SASA, which can be found on Facebook, is a one-day workshop that helps young servicewomen identify potentially dangerous situations and establish a healthy balance between work and personal relationships. Rank is left at the door, letting the day progress into an open dialogue between senior and junior servicewomen about personal goals, self-confidence and what to do in the event of an attack.

"The strongest preventive measure will empower, educate and inspire women so they can increase their resiliency and protect themselves," says Dombi.

After the session, mentor relationships and monthly meetings are also arranged—a key component to ensure junior troops know a woman they can talk to candidly.

"It could be a different world for women in the military," Dombi says, "if each young service member had a female in their chain of command as a mentor."

Dombi and BelCastro, her business partner, recently attended the National Veterans Small Business Conference, thanks to a grant from the Bob Woodruff Foundation, and they are upbeat about introducing SASA to more military bases around the country.

"I know we can make a difference," says Dombi.—MB

We want to hear from you!

If you have a note, photo or story to share about Costco or Costco members, email it to connection@costco.com with "The Member Connection" in the subject line or send it to The Member Connection, *The Costco Connection*, P.O. Box 34088, Seattle, WA 98124-1088. Submissions cannot be acknowledged or returned.



Holiday Gift Guide

Something for everyone
2013

Magical



moments



SHATTER-RESISTANT ORNAMENTS

Long-lasting ornaments in four striking color schemes. Also shown on tree (left). Item #745210 (50-piece set), #795795 (6-piece set)



MOLDED GLASS FIGURINE ORNAMENTS Six-piece set of hand-blown glass ornaments includes all of your favorite Christmas characters, hand-decorated in fine detail. Item #913582



WE R MEMORY KEEPERS WASHI TAPE DISPENSER

Organize, store and dispense washi tape easily. Includes 20 rolls of colorful washi tape in a carousel-style caddy. Item #705476

GE 7.5' PRE-LIT ARTIFICIAL CHRISTMAS TREE WITH COLOR CHOICE® LED LIGHTS

Assemble and decorate your tree in minutes with Easy Shape Technology®. Features 700 multifunction LED lights that can be warm white or multicolor or alternate between both. Item #732910 Also on Costco.com.

CHILDREN'S 2-PIECE PAJAMA SET Awesome, cozy character pajamas. Sizes: 2T-7. Item #752571



**DISNEY CARS RADIATOR SPRINGS
RACETRACK SET WITH TABLE**

Explore your favorite Radiator Springs locations with more than 90 racing pieces, including Lightning McQueen, Mater and friends. Item #981197
Also on Costco.com.

Festive fun



JUNGLE ANIMAL CHAIRS 23" soft, cuddly plush jungle chairs. Available in four designs (lion not shown). Item #981185



ALEXANDER PLAY DOLL This 18" doll features an exclusive sculpted face and poseable limbs. Choose from brunette, blonde or black hair. Also includes poseable palomino horse. Item #981260

DELUXE DARTH VADER

This 31" action figure features seven points of articulation, a real fabric cape and an authentic lightsaber. Press his chest to hear phrases from the movie. Item #999196
Also on Costco.com.



AMERICAN GIRL® BOX SET WITH MINI DOLL

Readers will love these stories of heart and history. Each keepsake box includes a six-book historical character series and a 6" mini doll. Item #598497



AMERICAN GIRL® PET TRAVEL CARRIER SETS

Girls can take their cuddly cuties on the go. These sets include a favorite puppy, travel pillow, bowls and activity book. Item #694983



DISNEY PRINCESS LIGHT AND SOUND BANK

These banks feature magical melodies and messages that are sure to delight the princess in your life. Item #999357

Imaginative ideas



COBRA 12-VOLT RIDE-ON This battery-operated ride-on for kids is the officially licensed version of the Shelby Cobra 427 S/C. Item #981162 Also on Costco.com.



DISNEY COLOR AND ACTIVITY FLOOR PADS Stories, stickers, puzzles and more, featuring your children's favorite characters. Item #692791



ART SCHOOL KITS Easy-to-follow lessons and a kit full of professional art supplies. Item #706057

CHIL-LAX BEANBAG CHAIR Relax and chill with this beanbag chair featuring a plush microfiber cover and patented filling for long-lasting comfort and support. Item #676126



CHILDREN'S RECLINER Bonded-leather recliner, with deep and supportive body cushions, is sized just right for kids. Item #775476

6-VOLT POWER CYCLE Your little tykes will be racing to the next level of active and creative play with this fun power cycle. Item #981110



KITS FOR KIDS Packed full of awesome ideas and materials for crafts and activities, these kits let kids create and play all day. Item #129408



ART 101 ARTIST SUITE Organizes 157 professional-quality paints, pastels, pencils and learning guides for painting and drawing. Item #594587

Unless otherwise noted, all items will be available in late October or early November.

HOLIDAY GIFT GUIDE 7

CANON SX510HS CAMERA

Share your memories via Wi-Fi with this 30x zoom, 12.1 MP CMOS, full-HD compact camera. Includes case and 8 GB memory card. Item #798272



NIKON COOLPIX S6500 CAMERA

Transfer images to your smart-phone or tablet with the built-in Wi-Fi and capture detailed photos and HD movies from near and far. Item #746496

PANASONIC ZS25 CAMERA

Razor-sharp pictures and full-HD video from an optical stabilized 20x zoom in a slim body perfect for travel. Includes carrying case and 16 GB card. Item #743391



Making memories

CANON REBEL T5I 2 LENS DSLR KIT

18 MP CMOS sensor, five-frames-per-second still capture rate and superior video capture. Includes 18-55 mm IS STM lens, EF-S 55-250 lens, bag, HDMI cable, 16 GB memory card, spare battery and DVD. Item #785370



CANON EOS 70D 2-LENS DSLR KIT

LiveView focusing, camcorder-like HD video capture and 20.2 MP. Includes 18-55 mm IS STM lens, EF-S 55-250 lens, bag, HDMI cable, 32 GB SD memory card, spare battery and DVD. Item #793387

NIKON D5200 2-LENS DSLR KIT

Packed inside this easy-to-use DSLR is a 24.1 MP CMOS sensor for maximum detail, plus 1080p full-HD movie recording. Includes a Nikon wireless mobile adapter.* Item #730386.

\$1,049.95 after \$250 instant savings, effective dates 11/3–11/23/13.

*The Nikon WMA Utility application must be installed on the smart device before it can be used with the WU-1a wireless mobile adapter connected to the D5200.



All items on these pages are also on Costco.com.



SAMSUNG GALAXY TAB® 3 10.1 (WI-FI)

Packed with features designed to help you relax, connect and engage with family, while keeping you entertained. Offers new conveniences for everyday life. Bonus sleeve included. Item #786765



SAMSUNG GALAXY TAB® 3 8.0 (WI-FI)

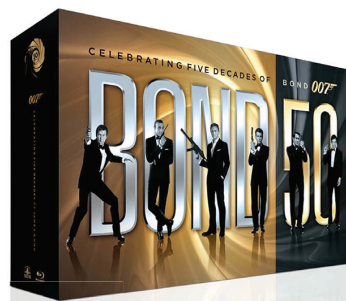
Enjoy your favorite tablet apps and activities. Search, explore and buy online with fast Web browsing. Stay connected with friends wherever you are. Download apps, catch up on email and more. It's fun and easy for the whole family. Bonus sleeve included. Item #786781



ALIEN ANTHOLOGY, MEL BROOKS BLU-RAY™ COLLECTION
Item #808721



MOVIE MUSICALS, WAR CLASSICS, WESTERN ADVENTURES DVD 6-PACKS
Item #808730, #809072



JAMES BOND 50TH ANNIVERSARY BLU-RAY COLLECTION 50 years of 007, including *Skyfall*. Item #808710

Together time



THE SOUND OF MUSIC 45TH ANNIVERSARY BLU-RAY EDITION
Item #808720



THE WIZARD OF OZ 75TH ANNIVERSARY EDITION
Includes the complete soundtrack, 3D, Blu-ray, DVD and more. A Costco exclusive. Item #807172



SONY NOISE-CANCELING HEADPHONES
Featuring 40 mm drivers, digital canceling of up to 99% of ambient noise and swivel ear cups that fold flat. Carry case included. Item #799020 Also on *Costco.com*.



HP ENVY RECLINE TOUCHSMART ALL-IN-ONE PC Glide the unique adjustable all-in-one touch screen comfortably close to your lap, or position it upright to get a full view of the wide display. Item #801891 Also on *Costco.com*.



X ROCKER PRO GAMING CHAIR
Mobile gaming and music with built-in Bluetooth. Item #779982



Kathi and Eric, Home Office

SONY WIRELESS STEREO HEADPHONES (ON MODEL) AND WIRELESS TRANSMITTER/CHARGING BASE (ABOVE)

Relax with crisp, personal audio up to 150' away with freedom from wires; experience the comfortable headband while enjoying battery life that lasts up to 25 hours. Item #720985

SONY BDP-BX510 BLU-RAY/DVD PLAYER

Features built-in Wi-Fi for streaming movies, music and more; plays 3D and 2D Blu-rays and standard DVDs. HDMI cable included. Item #750510

SONY BRAVIA 60" SMART LED HDTV

This elegantly slim LED TV boasts full 1080p HD for incredible detail and edge LED backlighting for boosted contrast. Item #960520
Also on Costco.com.

SAMSUNG 75" CLASS 1080p SMART LED LCD HDTV

Navigate through Samsung's SMART Hub for your favorite movies and TV shows. Built-in WiFi with Web browsing and dual-core processor. Item #975630



Sensational sights



PANASONIC 58" CLASS TC-58LE64 SMART VIERA LED HDTV Surprise your family with a gift the whole gang can enjoy: a top-of-the-line TV for the living room. Item #858064



SAMSUNG 60" CLASS 1080p 3D SMART LED LCD HDTV Built-in Wi-Fi and dual-core processor allow you to browse the Web and download apps quickly. Wireless keyboard and four pairs of 3D glasses included. Item #860570

BOSE® MOBILE IN-EAR HEADSET

Enjoy Bose® sound while listening to your favorite music on the go with the comfort of proprietary StayHear® tips, and take calls with one-touch ease and the inline mic, while enjoying greater control of select iPod, iPad and iPhone models. Item #777880 Also on Costco.com.

**HARMONY 700 UNIVERSAL REMOTE**

Features color screen, one-click activity and backlit buttons that control up to eight devices. Item #816700

**BOSE® SOUNDDOCK® 10 BLUETOOTH® SPEAKER**

Wirelessly stream audio from your Bluetooth device. Features the performance and versatility to be your primary music system. Item #799010

**SAMSUNG SOUND BAR WITH WIRELESS**

SUBWOOFER Enhance your TV experience with rich sound from this 2.1-channel sound bar and high-performance subwoofer, and wirelessly stream music from any Bluetooth-enabled device. Item #754045

**VIZIO 5.1 SOUND BAR SYSTEM**

Amazing surround-sound audio with a 42" sound bar, rear satellite speakers and wireless subwoofer. Also features Bluetooth for wireless audio streaming. Item #764251

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VIZIO 80" CLASS 1080p 3D SMART LED LCD HDTV VIZIO Internet Apps® with built-in Wi-Fi and Theater 3D® provide stunning picture quality to view your favorite content. Four pairs of 3D glasses included. Item #908010

Bountiful blessings



"ON THE SIDE" 4-PIECE PORCELAIN SERVING SET Great for serving veggies, fruits or snacks for elegant events or casual everyday use. Item #742143



MIKASA® LUCERNE 37-PIECE BONE CHINA DINNERWARE SET Sophisticated yet simple dinnerware, ideal for everyday or formal use. Item #743032



LAURIE GATES 6-PIECE HAND-PAINTED MUG SET Includes six assorted colors with raised embellishments. Item #717142



REED & BARTON 65-PIECE 18/10 STAINLESS STEEL FLATWARE SETS Available in Classic Bead and River patterns*. Item #753631



CARVED SCROLL HURRICANE FLAMELESS LED CANDLE 3-PACK Includes a 4", 6" and 8" candle with batteries; 5- and 10-hour timer. Item #739250



BORMIOLI ROCCO 8-PIECE WINE STEM SET Premium crystalline, break-resistant stemware crafted in Italy. Item #776743

Francis, Home Office



KIRKLAND SIGNATURE™ MEN'S QUARTER-ZIP SWEATER 100% cotton, quarter-zip pullover sweater, with a soft hand and a contrast collar that gives it a handsome look. Item #652159 Also on *Costco.com*.

3-PIECE CLASSIC SERVING SET It all starts with this stunning white porcelain serving set for enjoying a perfect meal. (Platter above, two white bowls at right.) Item #741061

BLACK TIGER PRAWNS Produced to meet stringent quality standards and preservative free. Peeled and deveined for your convenience. Available in the meat department. Item numbers vary by region.



CLEMENTINES

Bursting with pure goodness, Halos™ mandarins are sweet, seedless and super easy to peel. Item #18600



RED SEEDLESS TABLE GRAPES

These grapes are perfect to pair with holiday appetizers and for garnishing meals. Item #83337



SUNKIST ORANGES

Seedless navel oranges have been the ultimate holiday gift for more than 100 years. Item #47497

Season of sharing



USDA CHOICE BEEF TENDERLOIN ROAST Juicy, delicately marbled and exquisitely flavored, this roast is perfect for a special holiday. Item #55553



WILD GRADE A SCALLOPS 100% natural, sweet, healthy and delicious. Perfect as an entrée or appetizer. Item numbers vary by region.



KIRKLAND SIGNATURE™ RACK OF PORK Eight-rib rack with “frenched” bones for a touch of elegance. Item #46371



KIRKLAND SIGNATURE AUSTRALIAN BONELESS LEG OF LAMB All natural, pasture raised, free of additives and growth hormones. Item #27801



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CROCK-POT® HOOK UP™ CONNECTABLE ENTERTAINING SYSTEM 2-PACK 3.5-quart oval units connect so you can easily cook and warm dishes for any occasion. Item #763183. *More options on Costco.com.*



KITCHENAID® 7-PIECE TOOL AND GADGET SET

Safe for all cookware, including nonstick. Heat resistant to 450 F. Item #736942



PYREX® PORTABLES 8-PIECE SET Bake and serve your holiday favorites at home or take them to gatherings. Easy to carry and keeps food warm. Hot/cold pack not shown. Item #743682



KIRKLAND SIGNATURE 13-PIECE STAINLESS STEEL COOKWARE

Constructed of 18/10 stainless steel with 18/10 handles and flared rims for ease of use and easy pouring. The triple-ply base provides even heat distribution. Item #673981 Also on Costco.com.



KITCHENAID® 6-QUART STAND MIXER

Professional bowl-lift design. Includes dough hook, flat beater and wire whip. Item #593241 Also on Costco.com.



KEURIG® PLATINUM SINGLE-SERVE BREWING SYSTEM

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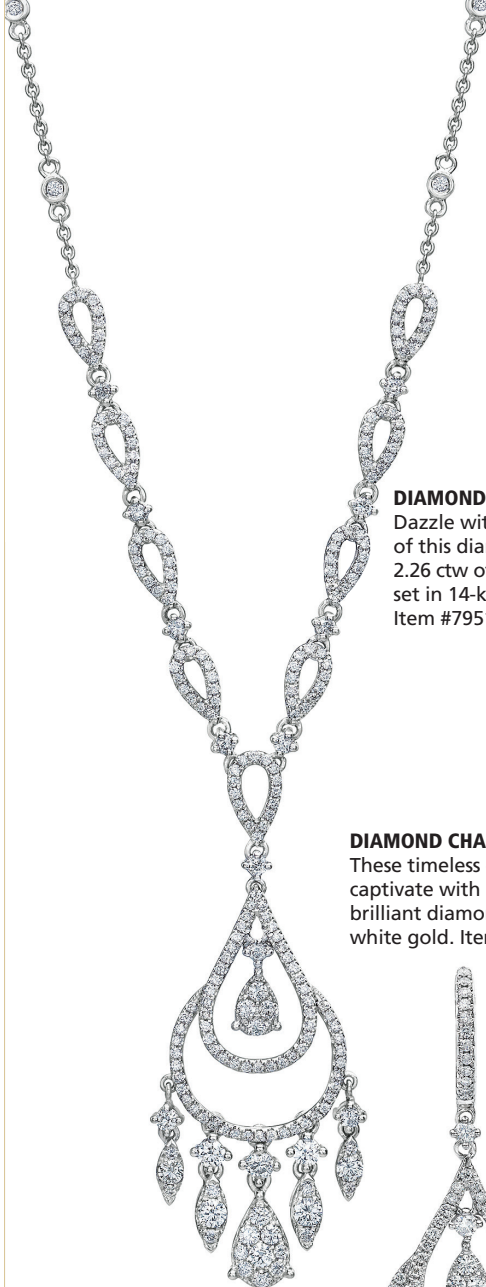
BRITA® MONTEREY PITCHER Holds ten 8-ounce cups of water and has an electronic filter indicator. Colors: red, gray or white. Item #743293



ONE OF A KIND *Jewelry*



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Dazzle with the sparkling radiance of this diamond necklace featuring 2.26 ctw of round brilliant diamonds set in 14-karat white gold. Item #795130

DIAMOND CHANDELIER EARRINGS

These timeless chandelier earrings captivate with 2.28 ctw of round brilliant diamonds set in 14-karat white gold. Item #795134



Special surprises



JONA MICHELLE HOLIDAY SKIRT SET

Surprise your little girl with trendy Jona Michelle embellished tees and skirts in assorted styles. Big-girl styles (7-10); little-girl styles (4-7). Item #667120

*Daisha, daughter of
Conswella, Home Office*

All items on these pages are also on Costco.com.



ARIA MICROFLEECE PJ SET Made from soft microfiber fleece, with an easy, comfortable fit. Item #759563 Also on Costco.com.



KOMAR KIDS' PLUSH ROBE These warm and cozy robes come in fun assorted prints for boys and girls. Sizes: 5/6–14/16. Item #668422 Also on Costco.com.

Creature comforts



K. BELL SOCKS 9-PACK Comfort, along with bright fashion colors and patterns, make these socks a perfect fit. Item #932317



STRIDE RITE GIRLS' FASHION TIGHTS 3-PACK Soft and cozy. Available in a variety of patterns and textures. Item #667564



WORLD'S SOFTEST SOCK Comfort for around the house, travel or bedtime. Available in a variety of colors and patterns. Item #655275



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Everyone loves the movies, and tickets make great gifts or stocking stuffers. Item #898537 (Regal), Item #905739 (AMC). For additional selection, see Costco.com. Regal tickets also available to print at home on Costco.com.



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Be comfortable on your laptop anywhere with this portable workspace. Item #700270



PEN AND PENCIL GIFT BOX SETS
Deluxe Pierre Cardin sets feature precision craftsmanship and elegance. Item #431394



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Garrett, Home Office



PEBBLE BEACH MEN'S QUARTER-ZIP PULLOVER 100% polyester provides warmth and stretch to keep you comfortable. Item #655205

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BON-AIRE 28-PIECE 1/4" MINI RATCHET AND BIT SET

Includes flex-head ratchet that pivots 180°; 11 universal spline sockets, four slotted heads, three Phillips heads, seven Torx heads and 2 adapters. Item #720286



ACU-RITE DIGITAL WEATHER STATION

Generates a weather forecast while displaying indoor and outdoor temperature, humidity, barometric pressure, time and date. Item #661262

Practical presents



MASTERGRIP 127-PIECE TOOL SET

Great for virtually any project or repair. Perfect for home, apartment, dorm, business, RV, car or boat. Item #761620



SAMSUNG SMARTCAM WI-FI VIDEO CAMERA 2-PACK View your home or business on your mobile device. Features audio and motion detection with push notifications, email alerts and night vision. Item #781001 Also on Costco.com.



MEGALITE LADDER SYSTEM Includes an easy-to-use A-frame, extension, staircase and 90-degree ladder, and it also works as a trestle-and-plank scaffolding system. Item #570154 Also on Costco.com.



WATERPIK POWERSPRAY4™ SHOWER HEAD Hybrid power dial adjusts from full power to EcoFlow.® Includes 5' premium stainless steel hose. Item #706685



NORELCO SENSOTOUCH 3D SHAVER GyroFlex 3D track heads deliver the ultimate shave, wet or dry. Item #783594 Also on Costco.com.



MOSAIC FLEXIBLE LIGHT KIT Color-changing flexible LEDs and wireless remote control. Item #419493

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Deluxe Thanksgiving Turkey Feast

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\$149.99 Delivered
#601364

D'Artagnan Gourmet Thanksgiving Turkey Dinner

Includes a 12 lb. organic turkey with truffle butter, gourmet hors d'oeuvres, exotic mushrooms, wild boar and chestnuts for stuffing. All products ship fresh via overnight delivery.

\$199.99 Delivered
#809960



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Includes two 24 oz. individually boxed fillets. Fully cooked and ready to serve.

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Spanish Saffron

14-gram jar.
Minimum 200+ color score certified.
Product of Spain.

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Master Grade Premium Multi-Stage Electric Knife Sharpener

Maintain a 11"-19" blade edge.
Includes usuba knife.

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Includes 7" santoku knife and 7" usuba knife.

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"Cutting with precision requires a sharp knife.
That's why I require Master Grade to keep
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Master Chef Martin Yan



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Includes assorted TruffleCremes, chocolate-covered salted caramels, chocolate-covered Bing cherries, chocolate-covered brownies and chocolate coconut cookies in an elegant red and green tower.

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#693510



Fireside Gourmet Holiday Hamper

Includes assorted cookies, Almond Roca, mocha coffee, extra-dark chocolate, pretzels, sweet and tangy dipping mustard and more.

\$39.99 Delivered
#793433 Costco.com only.



Peace & Joy Stainless Steel Beverage Tub

Includes almond cookies, pretzels, cheese spread, crackers, pralines, sparkling apple juice and more. Tub available in silver or copper colors.

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Also available with personalization, \$6.



18" Eva Doll with Extra Outfit
Various dolls available.

\$39.99 Plus Shipping and Handling
Search*: DOLLSNOVC
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Build 30-plus models.

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Warehouse and Costco.com.



Shelby Red Cobra Ride-On
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Saeco Aroma System with Rapid Steam technology, 50 oz. removable water tank and 10.5 oz. bean hopper.

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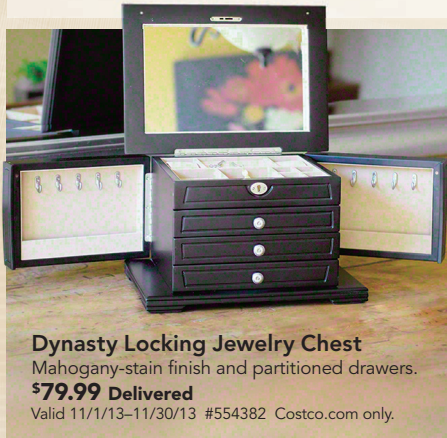


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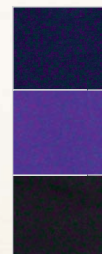
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Bryant 4-Piece Top Grain Leather Set

Includes sofa, loveseat, chair and ottoman.

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Includes sofa, loveseat and chair.

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Includes power sofa, gliding-motion loveseat and power recliner.

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Also available:
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Top Grain Leather Set
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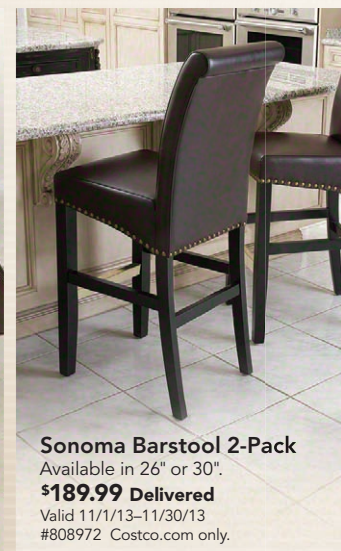


Curtis Tufted Bonded Leather Dining Chair 2-Pack

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Arlington 7-Piece Dining Set

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Cool-touch cabinet and advanced heating features. Vornado Vortex technology disperses heat evenly throughout the entire room.

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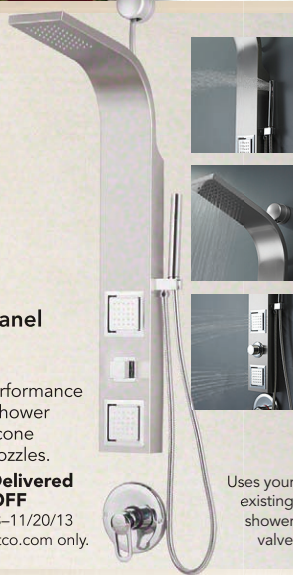
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Brushed nickel finish.

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Hansgrohe Metro HighArc Kitchen Faucet

150° swivel spout.

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Two-function pull-out spray head. One or three hole option with included baseplate.

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Also available in soaker model.

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Access Tubs Wheelchair-Accessible Air Bubble Bathtub

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Also available in soaker model.

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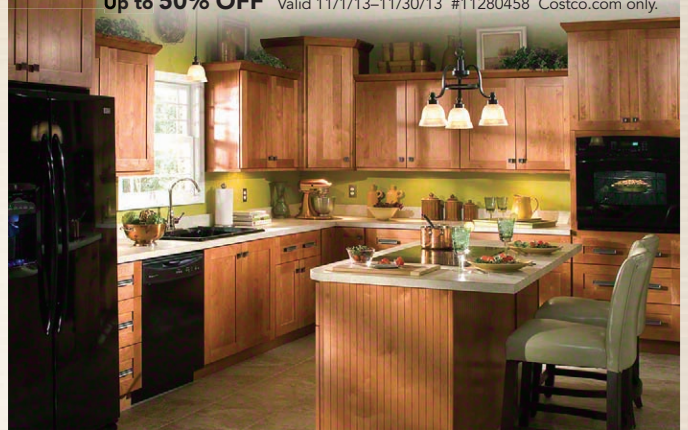
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40-minute fire protection with electronic lock.

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Voice Alert Wireless Alarm System
Includes two motion sensors.
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Also available:
Extra Motion Sensors
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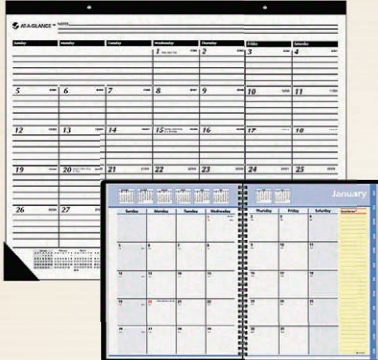


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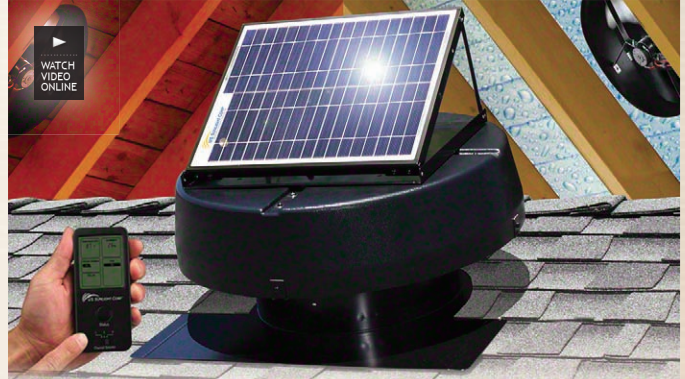


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\$1,499.99 Delivered

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Installs easily on your gutters. Keeps leaves, pine needles and roof sand grit out of your gutter. Available in 24' and 100'.

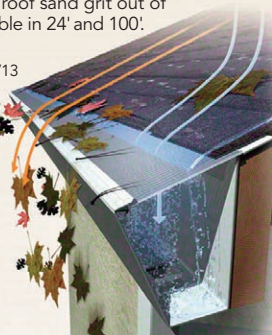
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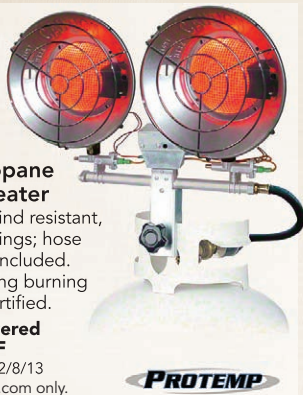
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32,000 BTU, wind resistant, three heat settings; hose and regulator included. Swivel and tilting burning heads. CSA certified.

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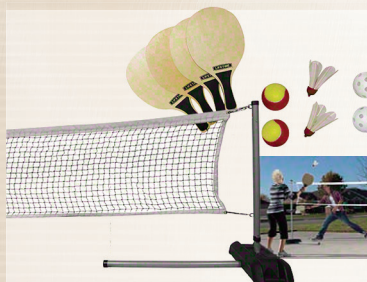
Lifetime 3-Sport Driveway Set

Includes four wooden paddles, two pickleballs, two quickstart tennis balls, two paddle birds and two carry bags.

\$99.99 Delivered

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Lifetime Kids' Metal Dome Climber

Real rock-climbing handgrips. Powder-coated steel. 600 lb. weight capacity. Available in earthtone or primary.

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Lifetime Portable Tetherball System

Heavy-duty portable base fills with sand or water. 72" heavy-duty nylon cord.

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Lifetime 54" In-Ground Basketball System

- Slam-it Pro rim
- Shatterproof playing surface
- Steel-frame backboard

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Marine-quality decking with 9' wavy slide, two swings, trapeze bar, cargo net, 3-D climbing wall, toddler bucket, picnic table and more.

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